

Accessibility statement for Moodle

Moodle is a Virtual Learning Environment that allows faculty and students to interact and enhance the learning experience. On Moodle students can access learning resources, assessments, discussions and create their own ePortfolio.

This website is run by Guildhall School of Music & Drama under license agreement with the application provider Overt Software Ltd. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- listen to most of the website using a screen reader (JAWS, NVDA, Chromevox, Orca)

We have 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:

- You cannot change the colours, font, or text size of this site
- You cannot change the line height or spacing of text
- Some older PDF documents are not fully accessible to screen reader software
- Some live video streams do not have captions
- Some of our online forms are difficult to navigate using just a keyboard
- We have not tested navigation of this site by speech recognition

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, html, ePub, audio or braille please firstly use the Ally tool which is incorporated within Moodle.

Alternatively, please contact your course or module tutor to request the content you need in an alternative format.

Finally, you can:

- Email telsupport@gsmd.ac.uk
- Call 020 7382 2394
- In person Level 4 Office Milton Court

We will consider your request and get back to you within 5 working days.

It is possible to request an alternative minimalist Moodle theme (design) to help accessibility.

[Reporting accessibility problems with this website](#)

We are always looking to improve the accessibility of this website. If you find any problems that are not listed in this statement or think we are not meeting accessibility requirements, please contact: telsupport@gsmd.ac.uk

[Enforcement procedure](#)

If you are not happy with the first response within the Guildhall School, you can contact marketing@gsmd.ac.uk to escalate your request.

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 are not happy with how we respond to your requests, you can [contact the Equality Advisory and Support Service \(EASS\)](#).

[Contacting us by phone or visiting us in person](#)

Throughout Milton Court we have an [Infra-Red](#) system for those who are hearing impaired. All floors and venues in Milton Court are fully accessible, except for the cloakroom on Level - 1 – staff will arrange your cloakroom items to be taken down for you upon request at the entrance. In our Silk Street building, hearing loops are provided in the Music Hall and Theatre, with all venues suitable for wheelchair users.

Download our Milton Court Access Guides from the [Visiting Us](#) webpage to find out more about accessibility in Milton Court.

Technical information about this website's accessibility

Guildhall School of Music & Drama is committed to making this website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Issues with technology

- We have not tested navigating this site with speech recognition software.
- It is not possible for users to change text spacing or line height.
- It is not possible to change the colours and contrast, font, or text size on this site.
- We have assessed these issues and the School is working in conjunction with the software provider, Overt Software, to continue to make improvements.

Structure of this site

- The main structure of this site, including login and main tabs, is supported by the TEL Team
- Module content including uploaded learning materials, are the responsibility of the teaching team.

Issues with images, video, and audio

- Most video resources are pre-recorded and uploaded via the eStream platform.
- Videos from external sources (i.e. YouTube, Vimeo etc.) may also be embedded on this site.
- Some videos on this site do not currently have captioning because they have been captured from a live unscripted event or are older recording may available to support your studies.

If you have any issues with the videos provided on Moodle please contact telsupport@gsmd.ac.uk

Issues with interactive tools and transactions

We are not currently aware of any issues with interactive tools and transactions on this site.

If you become aware of any issues or have any concerns, please contact

telsupport@gsmd.ac.uk

Some images do not have a text alternative, so the information in them is not available to people using a screen reader. This does not meet WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all images as soon as possible. When we publish updated content, we will make sure our use of images meets accessibility standards.

Disproportionate burden

PDFs and other documents

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they are accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

Some of our PDFs and Word documents are essential to supplying 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 are not essential to supplying our services. For example, we do not plan to fix documents generated on earlier iterations of the courses, or files we no longer expect to be accessed.

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

[How we tested this website](#)

This website was last tested on 10/09/2020. The test was carried out by the TEL (Technology Enhanced Learning) team.

We used this approach to deciding on a sample of pages to test:

- our main website platform, including login, all main tabs and example module sites.

We tested:

- our main website platform, available at moodle.gsmd.ac.uk

Overt

[What we are doing to improve accessibility](#)

The School continues to work closely with the software provider, Overt Software, to check accessibility on this site and make improvements as required.

If you would like to find out more about our accessibility plans and roadmap for this site, please contact us on teslsupport@gsmd.ac.uk.

This statement was prepared on [07/10/2019]. It was last reviewed on [26/11/2021].