

Accessibility Statement

This accessibility statement applies to YMCA Trinity Group training courses, to ensure inclusivity and accessibility. This will be reviewed annually.

Website

We have made every effort to make the YMCA Trinity Group website easy to use and accessible to everyone. Making our website fully accessible is an ongoing process and we are committed to offer a user-friendly experience.

You should be able to:

- change colours, contrast levels and fonts using third party software
- 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).

This website is not yet fully compliant with the Web Content Accessibility Guidelines (WCAG) version 2.1 AA standard, but we are developing a new website that will be compliant. In the meantime, we will adapt resources according to individual needs, therefore if you experience any problems or have any feedback, please [email us](#).

For more information on how to make your browsing easier, visit [My Web My Way website](#), a product of a partnership between the BBC and AbilityNet.

The site provides advice and support to anyone who would benefit from making changes to their browser, operating system or computer to be able to view the web in a more accessible way.

AbilityNet also has advice on making your device easier to use if you have a disability.

Pre-recorded content

Where applicable, we offer pre-recorded training content using Zoom and YouTube. We want as many people as possible to be able to use this platform. This means that you should be able to:

- Access content on a range of devices such as laptops and tablets
- Use a variety of accessibility features including the ability to create transcripts and noise suppression
- Recordings will show the audio and anything that uses screenshare (i.e. the PowerPoint slides)
- All resources shown on recordings will also be available as PDF documents (see training materials section for accessibility options).
- Keyboard access: All of the functionalities and links in the web interface are accessible by using the tab key. The tab key will move from function to function, and you can hit enter to use that function.
- Caption access: YouTube and Zoom will display captions for the session when available
- Download any resources digitally, allowing you to zoom in to enlarge font size.

Face-to-face courses

We want as many people as possible to attend our face-to-face sessions as part of our training programmes. This means that you should be able to:

- Access venues which are disability and accessibility friendly
- Access venues in central locations that have good transport links (rail and road) and parking
- Access venues which have audio induction loops (where possible)
- Access venues which are able to cater for any dietary requirements.

Training materials

We want as many people as possible to access our training sessions, which include the use of digital content such as PowerPoints or PDFs. Our training resources have been made accessibility-friendly through:

- Dyslexia-friendly fonts
- Digital access to PowerPoint slides in advance (where requested), so learners can access these or refer to them during sessions, allowing enlarging and closer views
- Using alt text where possible for social media blogs and posts
- Using Adobe Pro to create accessible PDFs as required. For example, creating accessible text suitable for braille printers, automatic scrolling, large text, read out loud text-to-speech conversion, support for screen readers and magnifiers
- Training takes into account different learning styles by incorporating visual images, as well as bullet points and trainers are clear and concise with their delivery. Where possible, practical exercises are included to assist kinaesthetic learners
- Training pace allows for questions to be asked at various points and learning is reinforced at suitable intervals
- Our booking form allows delegates to inform us of any individual needs that may be required prior, during or post training delivery. We will then make reasonable adjustments in accordance with these requests
- This includes extending timescales for submitting of any assessed work that may be required for those with additional needs.

Live sessions

We use Zoom for live sessions. This application has a variety of optional accessibility features delegates can use, including transcripts; display settings, automated captions, ability to save captions, and language interpretation. Delegates will also be given access to all resources to display how they wish on their own devices. These will be made available in advance if required.

Mental Health Accessibility

Acknowledging the core values of our organisation, we want everyone to be able to access our courses. We acknowledge that delegates are busy and managing time to attend the courses and therefore it is likely that learners may struggle with their mental health at some point during their course attendance and study, whether due to a pre-existing condition or due to a stressful life event.

We ensure we provide mentally healthy courses by:

- Designing course content and activities to create a more supportive environment for learners, making it more likely that they will complete the programme and thrive.

- Enabling resources to be easily accessible and available to reduce stress.
- Colours and contrast – ensuring information is presented in a way which is accessible.
- Notifying delegates in advance of any arrangements e.g. venues
- Providing a central point via SharePoint to access all course resources (where relevant)
- Providing PDF versions of the PowerPoints and handouts (in advance if required)
- Notifying delegates if we will be asking for contributions in group activities, so you have time to think or prepare
- Ensure materials have inclusive language
- Providing options e.g., pre-recorded content, handouts, web resources, with paired activities and group activities notified in advance
- Ensuring instructions, expectations and next steps are clear. It is important to know what is required and what is optional, as well as what will happen
- Give opportunity for feedback in different ways including digital evaluation forms, email contact details for the trainer and administration team email and phone numbers.

We know that some parts are not fully accessible.

- Digital content offered through these courses is difficult to navigate using just a keyboard
- You cannot modify the line height or spacing of text on the website or digital resources such as PDFs, PowerPoints
- It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content
- Some images do not have a text alternative, so people using a screen reader on Zoom, YouTube, PowerPoint, Adobe and our website may not be able to access the information.

We are working on these areas and hope to rectify them in the future.

Improving our services

If you have any questions, comments or requests regarding this privacy notice, please contact us:

YMCA Trinity Group
Mental Health Services
The Cresset
Bretton Centre, Bretton
Peterborough, PE3 8DX

Tel: 01733 373187

Email: mentalhealthtraining@ymcatrinity.org.uk

Changes to our Accessibility Statement

We may make changes to this statement and, if we do, we will post an update on our website.

If you are not happy with the service

If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).