UN Indonesia lesson plan for ICT/Digital accessibility capacity building

Introduction

The United Nations is committed to fostering diversity and inclusion and is taking concrete steps to create a culture and environment that is open, inclusive of and accessible to persons with disabilities and staff with dependents with disabilities. This is being addressed in accordance with the general principles of the Convention on the Rights of Persons with Disabilities (CRPD) and the UN Disability Inclusion Strategy (UNDIS) launched in 2019. UNDIS is a system-wide mechanism for sustainable and transformative progress on disability inclusion through all pillars of the UN's work. Together, these efforts are also central to achieving the promise set forth in the 2030 Agenda for Sustainable Development to leave no one behind.

In this regard, Indonesia RC has developed a digital/ICT action plan to improve ICT/digital accessibility within UN Indonesia. This action plan consisted of indicative and measurable actions that are in line with the Business operation strategy, aiming at creating measurable steps to improve digital accessibility, as well as the OMT work plans.

In July 2022, as part of UN Indonesia's efforts to promote disability inclusion in both programming and operations, UNRCO has recruited a consultant to assess the level of implementation of ICT/digital accessibility in UN Indonesia. The assessment sought to evaluate:

1. The level of knowledge and awareness about ICT/digital accessibility among UN staff. (One staff from each agency participated in the digital accessibility related questionnaire.

2. Accessibility audit for selected samples from PDF documents, social media posts, and UN websites using automated and brief manual web accessibility testing tools.

   Report findings showed the need to organize capacity building activities for the different working groups in order to build their capacities in the area of ICT and digital accessibility. Most of the participants showed a high level of commitment to learn more about digital accessibility. Some participants referred to the international web accessibility standards in their discussions, such as (WCAG2.1), however, a more solid understanding of the standards is needed to enable participants to measure the accessibility of their digital content against these standards. The BOS ICT accessibility levels for measuring digital accessibility were also mentioned during the discussion, however, similarly, OMT WG members will gain from a more solid understanding of what each of these levels entails. The accessibility audit showed the absence of alt text to images and infographics, as well as the need to embed native semantic HTML tabs for PDF documents and websites, in addition to the lack of sufficient colour contrast.

   Thus, the need arises to organize a capacity development plan that is in line with the BOS and OMT work plans, to enhance the digital accessibility skills to UN staff on the country level. Furthermore, a detailed accessibility audit for social media platforms needs to be implemented using not only automated but also thorough manual accessibility testing tools.

This training series will build on the all-staff wide training organized by the UNRCO in January 2023, which was attended by more than 400 participants in total. This new training scheme aims to upscaled the skills and the knowledge and to provide an opportunity for UNCT staff to further expand their knowledge and learning growth.

The following capacity building plan aims to equip the United Nations country team in Indonesia with the necessary skills that would enable them to produce accessible and inclusive digital content. This plan will be divided in two main components; core digital accessibility skills, for all UN staff, and targeted capacity building interventions for specific teams who are engaged in different job roles.

Objective:

1. Learners will **understand the importance of digital accessibility** and learn **how to create accessible digital content**.
2. Learners will have a **solid understanding of automated accessibility checkers** in order to **be able to test and remediate their digital content**.
3. Learners will be able to **identify the different types of disabilities and the type of assistive technology** used by each group of people.
4. Learners will be able to **define assistive technology and understand how assistive technology works**.
5. Learners will **understand the different international accessibility standards and how to conform to them**.

Capacity building main components

Core ICT/Digital accessibility skills
The core ICT/Digital accessibility knowledge and skills relevant to all Staff include:

1. Awareness and basic knowledge in digital accessibility
2. Knowledge of types of disabilities
3. Knowledge of assistive technology
4. Skill to create accessible office documents, and write accessible emails
5. Skill to create accessible social media posts.
6. Ability to choose accessible online presentation platforms
7. Ability to choose accessible file sharing platform

Training Topics and Duration

1. All Staff Training

This table presents the core digital accessibility training topics that will be conducted for all staff.

#	Training topic	Duration	Time
1	An introduction to digital accessibility & Creating accessible emails	2 hours	Friday 20 Oct 15:00-17:00
2	Creating accessible word documents	2 hours	Wednesday 25 Oct 15:00-17:00
3	Creating accessible presentations	1.5 hours	Thursday 26 Oct 15:30-17:00
4	Creating accessible excel sheets	1.5 hours	Monday 30 Oct 15:30-17:00
5	Creating accessible social media posts	2 hours	Wednesday 1 Nov 15:00-17:00
6	Accessible online meetings with interactive platforms Wrap up and summary Evaluation and feedback	2 hours	Friday 3 Nov 15:00-17:00

2. Targeted WG Training

In addition to the skills mentioned above, the plan will offer additional targeted interventions for different job roles as follows:

Working Groups	Digital accessibility skill	Number of hours	Time / Comments
UNCG/communication groups	Lesson 1: creating accessible videos Creating accessible videos with closed captions and audio description	3 hours	
	Lesson 2.1: inclusive communication: easy-read and inclusive language Inclusive language and how to produce easy-read content	1.5 hours	

	Lesson2.2: automated colour contrast checking toolsUse colour contrast analyser	30 minutes	
	Lesson 2.3: sending accessible newsletter:Sending accessible newsletters	30 minutes	
ICT working group	lesson 1: an overview of digital accessibility standards Understanding web accessibility standards	2 hours	
	Lesson 2: automated and manual web accessibility testing toolsUsing automated and manual web accessibility testing tools	2 hours	
Supply working group	Lesson1: inclusive procurement Accessible and Inclusive Procurement	45 mins	
HR working group	Reasonable accommodations available for persons with disabilities	1.5 hours	
UNCT	ICT accessibility and in the development and delivery of accessible digital content and information	30 mins	To meet criteria for BOS ICT accessibility practice note Level 1: Basic Accessibility

Lessons agenda and outline:

Core digital accessibility skills:

An introduction to digital accessibility

1. Pre-assessment quiz
2. Understanding the User Experience of Persons with Disabilities: Simulation activity to introduce participants to the importance of applying digital accessibility.
3. A brief overview of types of disabilities and the assistive technology they may use.

Lesson 2: creating accessible word documents

1. Creating headings/subheadings
2. Lists and paragraphs
3. Provide alt text to images
4. Creating accessible tables
5. Filenames and file information
6. Line spacing and indentation
7. Colour usage
8. Using Microsoft accessibility checker.
9. Exercises and hands-on activities

Lesson 3: creating accessible presentations:

1. An introduction
2. Choosing accessible template
3. Reading order vs visual order
4. Providing alt text to objects and images
5. Using smart art/animations/multimedia
6. Dos and don'ts
7. Using Microsoft accessibility checker
8. Tips for providing accessible presentations
9. Exercises and activities

Lesson 4: creating accessible excel sheets

1. Sheet structure
2. Use of colour/font size/colour contrast
3. Sheet and workbook names
4. Making charts/graphs accessible and creating data tables
5. Providing alt text to images/charts
6. Using Microsoft accessibility checker
7. Exercises and activities

Lesson 5 creating accessible emails.

1. Email structures
2. Choosing clear descriptive email subject
3. Collor usage/font size and coloured contrast.
4. Creating accessible hyperlinks
5. Using Microsoft accessibility checker.
6. Exercises and activities

Lesson 6: creating accessible social media posts

1. Introduction:
2. the basics: providing alt text to images, Camel case in hashtags
3. Writing image descriptions and alt texts
4. Reposting and sharing accessible posts

Lesson 7: using online presentation platforms

1. Introduction
2. Choosing accessible online presentation platform.
3. Mendi vs slido.

4. Inaccessible whiteboards and platforms
5. Exercises/activities
6. Wrap up and summary
7. Feedback and evaluation

Additional targeted components:

UNCG / communication groups:

Lesson 1: creating accessible videos:
Content and schedule:

1. Ice breaking exercise
2. Simulation activity
3. Why produce accessible videos
4. Types of accessibility measures for videos
5. Audio description
6. Closed captions
7. Adding sign language to videos
8. Examples

Lesson 2.1: inclusive communication: easy-read and inclusive language
 Outline:

1. Ice breaking and introduction
2. What is disability inclusive language
3. Examples of non-disability inclusive language
4. How to produce easy-read versions of published content.

Lesson 2.2: automated colour contrast checking tools
1. Introduction
2. Simulation activity and illustration video
3. How to use colour contrast analyser for documents and social media posts

Lesson 2.3: sending accessible newsletter:
1. Introduction
2. Content structure and design
3. Layout vs accessibility.
4. Sample of an inaccessible newsletter
5. Exercises and activities.

ICT working group:

lesson 1: an overview of digital accessibility standards
1. The basics: an introduction to the different standards
2. WCAG2.1/2
3. Section 508
4. Digital accessibility in Indonesian national law
5. BOS ICT and digital accessibility levels

6. Emerging Tools

Lesson 2. PDF accessibility

1. Introduction
2. Understanding Pdf accessibility checklist
3. Using adobe in-design

Lesson 3: Example of an accessible web development platform

1. Word press
2. Web flow

Lesson 4: automated and manual web accessibility testing tools

1. Chrome and Microsoft edge extentions
2. WEB AIM
3. ARC extention
4. Chrome reader plugin
5. Testing with NVDA screen readers
6. Testing on other platforms and web browsers.
7. Web testing solutions: native semantic HTML, WAI ARIA vs. accessibility overlays.

Supply working group:

Lesson1: inclusive procurement:

1. An introduction.
2. BOS indicators on inclusive procurement.
3. Creating inclusive procurement monitoring system
4. Applying disability inclusive procurement

HR working group:

Lesson 1: inclusive recruitment: reasonable accommodation

Outline:

1. An introduction: Importance of ICT/Digital Accessibility in modern HR processes
2. Recap of inclusive recruitment and reasonable accommodation
3. Types of reasonable accommodations
4. Tools and strategies for improving digital accessibility in recruitment, onboarding, and employee engagement.
5. Hands-on exercises to apply learned concepts (in email and written assessments)

Materials:

- Computers or laptops with internet access
- Projector or screen for presentations
- Files for practice and hands-on exercises
- Handouts with key concepts and resources on digital accessibility

Success Indicator:

- By the end of the training, above 80% of participants indicate self-efficacy to produce accessible digital content.