Accessibility Statement for CAA iCasework

Civil Aviation Authority is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

Conformance status

The [Web Content Accessibility Guidelines (WCAG)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. CAA iCasework is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Technical specifications

Accessibility of CAA iCasework relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of CAA iCasework, there may be some limitations. Below is a description of known limitations. Please contact us if you observe an issue not listed below or need alternatives to content that's not accessible.

Known limitations for CAA iCasework:

1. Information such as headings and data tables throughout the site lack semantic mark-up. Related form input elements are not grouped.
2. Where common input fields are used, there are no autocomplete values present.
3. Throughout the site, colour alone is used to distinguish link elements from paragraph or nearby text.
4. Throughout the website there are failures of colour contrast against accessibility standards with varying impacts on the user.

5. Users are automatically timed out and unable to continue with their task after time limit set by the site is reached. There is no indication or warning provided nor an opportunity for users to extend the limit.
6. Some pages throughout the site do not have a page title or use the same page title for multiple pages.
7. Throughout the site, there are several instances of incorrect focus order such as non-interactive or hidden elements receive keyboard focus, focus not limited to the modal dialog, interactive controls receive multiple focus and focus order does not follow the content order.
8. Some interactive elements do not show visible focus indicator when keyboard focus is on the element.
9. Some form input fields do not have a validation error presented.
10. Some input elements that require a specific format do not have sufficient labels or instructions provided. For example, date inputs do not have the accepted date format provided on the label.
11. HTML markup used on the site does not conform with the specification.
12. Custom controls such as tooltips does not have accessibility properties set correctly.

Assessment approach

Civil Aviation Authority assessed the accessibility of CAA iCasework by the following approaches:

- External evaluation

Feedback

We welcome your feedback on the accessibility of CAA iCasework. Please let us know if you encounter accessibility barriers:

E-mail: complaints@caa.co.uk

Formal complaints

Please contact the Equality Advisory and Support Service (EASS) if you're unhappy with our response.

This statement was created on 18 September 2020.