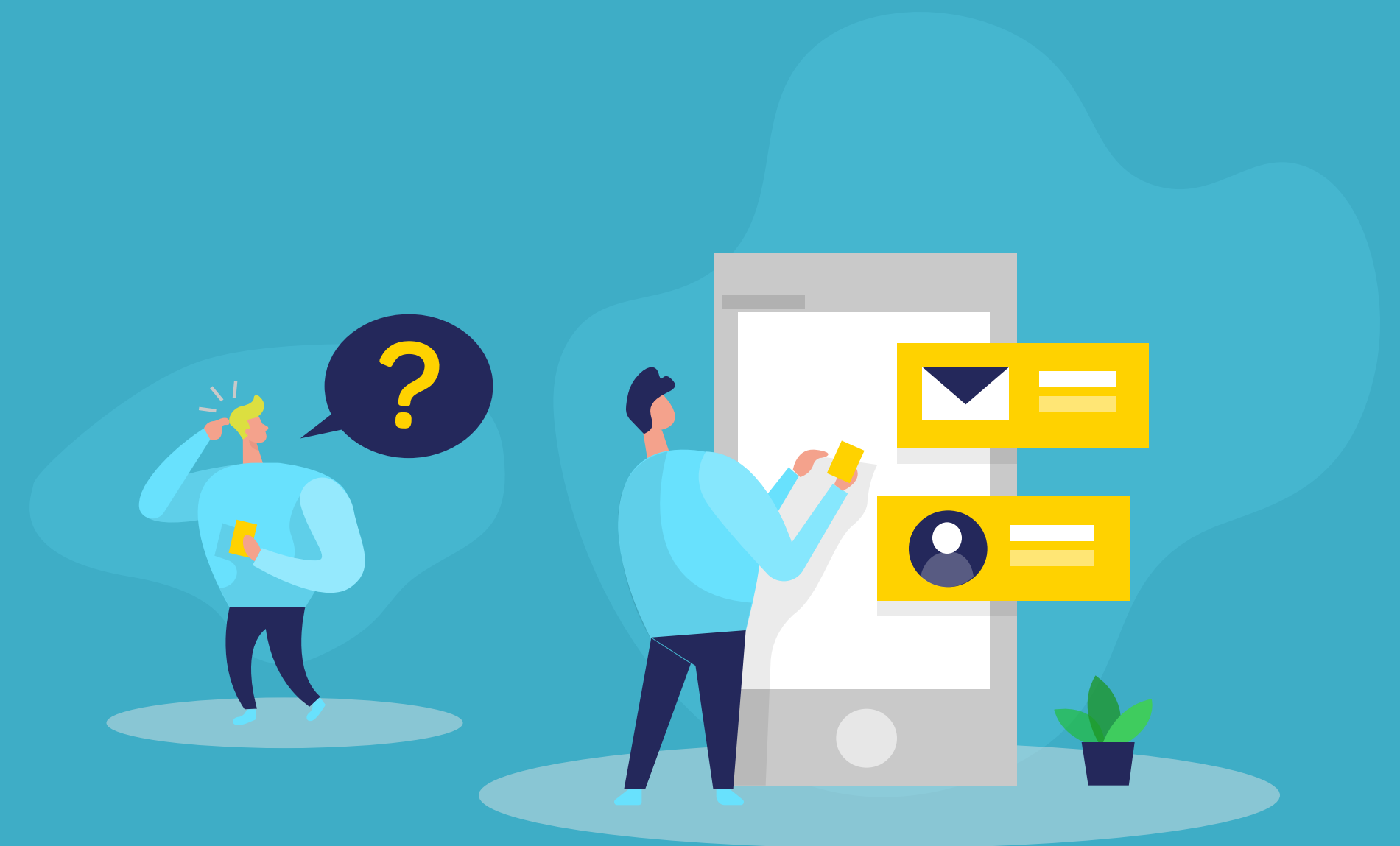


FIRST ACCESSIBILITY STEPS IN AN ORGANISATION

THREE STEPS TO ACCESSIBLE SERVICE



1. EVALUATE THE MATURITY AND THE COMPETENCE OF THE ORGANISATION

1. **Recognise key skills:** Define, what are the most important areas of accessibility for your organisations processes. This will help you focus on the important parts of accessibility that will have the most impact for you and your competence.
2. **Evaluate the current state:** Use questionnaires, interviews and tests and understand the competence level as well as the strengths and weaknesses of you workforce. This phase will effectively reveal the biggest gaps and training needs.
3. **Create a development plan:** Based on the results of the previous sections, create a detailed development plan. Include the most important and impactful trainings, workshops and continuous improvement plans so your knowledge and skills in accessibility develop in a systematic way.

2. TAILORED TRAININGS AND EFFECTIVE DOCUMENTATIONS

1. **Tailored training programs:** Design and implement accessibility trainings that are tailored to the company's needs, enhancing the staff's knowledge and practical skills. It is important that they effectively meet the company's requirements and have the biggest impact.
2. **Create accessibility guides:** Develop clear and practical instructions and manuals that help staff adhere to accessibility standards in their daily work. These guides can be technical or process-supporting, depending on the target audience.
3. **Ongoing learning and support:** Provide staff with ongoing learning opportunities and expert support to ensure that accessibility expertise remains up-to-date and continuously develops. One-time trainings alone are insufficient for achieving lasting change; ongoing commitment and support are crucial.

3. TECHNICAL AUDITING, REPORTS AND THE ACCESSIBILITY STATEMENT

1. **Accessibility auditing:** Conduct thorough technical tests to assess the accessibility of digital services and products in accordance with WCAG 2.2 standards.
2. **Audit Reports and development recommendations:** Create detailed reports of findings as well as concrete recommendations for improvement measures. Update the accessibility statement regarding any remaining issues in accordance with the law.
3. **Monitoring and continuous improvement:** Provide monitoring services to ensure that recommended changes are implemented effectively and that accessibility continuously improves. It is beneficial to regularly assess expertise and technical status to prevent regression.

It is important to remember that the most crucial aspect of accessibility work is not to strive for perfection, as it is unattainable. The key is to do your best and to enable continuous learning and high-quality work for your staff.

Let's discuss your specific needs and future plans.

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