Accessibility Standards for Government Digital Services Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital era, government agencies are increasingly expected to deliver services that are inclusive, equitable, and accessible to all citizens. Accessibility Standards for Government Digital Services Training Course equips professionals with the knowledge and practical skills necessary to implement accessibility guidelines, comply with legal mandates, and enhance the usability of digital platforms. By integrating accessibility principles into government websites, applications, and digital communication channels, agencies can ensure that all users, including those with disabilities, can access critical information and services without barriers.

This comprehensive course addresses international accessibility standards, digital inclusion strategies, and compliance frameworks such as WCAG 2.1 and Section 508. Participants will gain hands-on experience in evaluating digital assets, applying assistive technologies, and conducting accessibility audits to ensure continuous improvement. The course emphasizes practical, real-world applications through case studies and interactive exercises, empowering government teams to deliver user-centered digital services that meet both legal and societal expectations.

Programme Curriculum

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Course Objectives

1. Understand international accessibility standards including WCAG 2.1, Section 508, and EN 301 549.
2. Learn to design digital services with inclusivity and usability at the forefront.
3. Conduct accessibility audits and identify common compliance gaps.
4. Implement assistive technology tools effectively across digital platforms.
5. Develop strategies for accessible document creation and content management.
6. Integrate accessibility into web design and development processes.
7. Learn mobile accessibility best practices for government applications.
8. Understand the legal implications and compliance requirements for accessibility.
9. Create actionable accessibility plans for ongoing digital service improvements.
10. Measure and monitor accessibility performance with key metrics.
11. Engage stakeholders and users with disabilities in the design process.
12. Leverage accessibility checkers, screen readers, and automated tools.
13. Apply inclusive communication strategies across digital services.

Organizational Benefits

- Improved user satisfaction and citizen engagement
- Compliance with international and national accessibility regulations
- Reduction in legal risks related to digital discrimination
- Increased digital inclusivity for people with disabilities
- Enhanced public trust and organizational reputation
- Streamlined digital service delivery processes
- Better cross-department collaboration for accessibility initiatives
- Increased accessibility awareness among staff

- More efficient auditing and reporting processes
- Alignment with global digital government standards

Target Audiences

- Government web developers and designers
- Digital project managers
- IT accessibility officers
- Policy makers and compliance specialists
- Customer service and citizen engagement staff
- Content creators and editors
- Quality assurance and testing teams
- Human resource and training coordinators

Course Duration: 10 days

Course Modules

Module 1: Introduction to Accessibility Standards

- Overview of WCAG 2.1 and Section 508
- Importance of accessibility in public services
- Accessibility principles for inclusive design
- Accessibility vs. usability: key differences
- Case Study: Government agency accessibility audit

Module 2: Legal and Compliance Frameworks

- National and international accessibility laws
- Penalties for non-compliance
- Rights of users with disabilities
- Policy implementation strategies
- Case Study: Legal compliance assessment

Module 3: Web Accessibility Design

- Semantic HTML and ARIA roles
- Color contrast and typography considerations
- Keyboard navigation and focus management

- Accessible multimedia integration
- Case Study: Accessible government website redesign

Module 4: Mobile Accessibility

- Mobile-first design principles
- Responsive and adaptive design techniques
- Touchscreen accessibility challenges
- Mobile assistive technology applications
- Case Study: Government mobile app accessibility improvement

Module 5: Assistive Technologies

- Screen readers and magnifiers
- Voice recognition and alternative input devices
- Accessibility testing tools
- Integration into digital workflows
- Case Study: Successful assistive technology adoption

Module 6: Content Accessibility

- Accessible document formats (PDF, Word, Excel)
- Captioning and transcripts for media
- Writing plain and inclusive language
- Accessible forms and data entry
- Case Study: Digitally inclusive public notices

Module 7: Accessibility Auditing and Testing

- Manual and automated testing methods
- Developing testing checklists
- Usability testing with diverse users
- Reporting accessibility gaps
- Case Study: Comprehensive accessibility audit

Module 8: Inclusive User Experience (UX)

- User-centered design principles
- Personas including users with disabilities

- Participatory design methods
- Accessibility in UX prototyping
- Case Study: Co-design workshop with citizens

Module 9: Organizational Accessibility Policies

- Creating and implementing accessibility policies
- Employee training and awareness
- Accessibility champions and roles
- Integrating accessibility into procurement
- Case Study: Policy-driven digital transformation

Module 10: Continuous Improvement & Monitoring

- Accessibility KPIs and metrics
- Feedback mechanisms from users with disabilities
- Regular audits and updates
- Reporting to stakeholders
- Case Study: Iterative accessibility improvements

Module 11: Accessible Multimedia

- Audio, video, and interactive media accessibility
- Captioning, sign language, and transcripts
- Multimedia player accessibility features
- Inclusive design for interactive content
- Case Study: Accessible public service video content

Module 12: Digital Inclusion Strategies

- Identifying digital divide challenges
- Inclusive engagement techniques
- Collaborating with disability advocacy groups
- Promoting equitable digital services
- Case Study: National digital inclusion initiative

Module 13: Project Management for Accessibility

- Accessibility in project planning

- Resource allocation for accessible design
- Risk assessment and mitigation strategies
- Tracking accessibility milestones
- Case Study: Accessibility-focused government project

Module 14: Accessibility in Emerging Technologies

- AI, IoT, and accessibility considerations
- Voice assistants and smart devices
- Accessible government chatbots and portals
- Future trends in digital accessibility
- Case Study: AI-driven accessibility solutions

Module 15: Final Capstone and Practical Application

- End-to-end accessibility project
- Team collaboration and practical implementation
- Real-world evaluation and presentation
- Lessons learned and recommendations
- Case Study: Comprehensive government digital accessibility project

Training Methodology

- Interactive lectures and discussions
- Hands-on practical exercises and labs
- Accessibility audit simulations
- Group projects and role-playing scenarios
- Case study analysis and real-world examples
- Continuous feedback and assessment

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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