



# Oakwood College

Empowering Through Education



## Digital Accessibility

### *Statement*

PROMOTING EXCELLENCE • ENSURING COMPLIANCE  
SUPPORTING OUR COMMUNITY



GOVERNANCE



QUALITY



COMPLIANCE



EXCELLENCE



# Oakwood College

Empowering Through Education

*(Trading name of Oakwood Group Ltd)*

## Oakwood College Digital Accessibility Statement

### Document Control & Version History

<b>Document Title</b>	Oakwood College Digital Accessibility Statement
<b>Document Type</b>	Digital Accessibility Statement
<b>Policy Owner</b>	Head of Governance, Quality, Compliance & Information Systems
<b>Accountable Officer</b>	Chief Executive Officer
<b>Approved By</b>	Board of Governors
<b>Approval Date</b>	18 March 2026
<b>Effective From</b>	18 March 2026
<b>Review Cycle</b>	Annual
<b>Next Review Date</b>	18 March 2027
<b>Applies To</b>	All users of Oakwood College’s public facing website and key digital services (including students, applicants, staff, partner university and awarding body representatives, contractors and members of the public), and to all staff, contractors and partners involved in designing, developing, procuring, publishing or maintaining digital content and systems for Oakwood College
<b>Version</b>	1.0
<b>Related Policies</b>	Equal Opportunities, Diversity and Inclusion Policy & Support Through Studies
<b>Document Location</b>	Oakwood College Policy Repository

Oakwood College is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. This accessibility statement applies to the Oakwood College website:

<https://www.oakwoodcollege.co.uk>

### **Compliance status**

This website is partially compliant with WCAG 2.1 Level AA due to the non-compliances and exemptions identified below. The College continues to review and improve the accessibility of its digital content and services on an ongoing basis.

### **Non-accessible content**

We are aware that some parts of this website are not fully accessible. Examples may include older PDF or Word documents, some third-party embedded content, legacy pages, or partner-supplied material hosted within or linked from the website.

### **Non-compliance**

Known accessibility limitations may include:

- Some documents may not be fully structured for screen reader users.
- Some images may not yet have sufficiently descriptive alternative text.
- Some older pages may not have ideal heading structures or landmark navigation.
- Some video or audio content may not yet include full captions, transcripts or audio description.

### **Content that may be exempt from the accessibility regulations includes:**

Some third-party systems or externally hosted platforms used by the College may not fully meet WCAG 2.1 Level AA standards.

Where content is provided by a third party or partner institution and is outside Oakwood College's direct technical control, Oakwood College will nevertheless seek to identify issues, escalate them where appropriate, and help users access the information by an alternative route where reasonably possible.

### **Reporting problems and requesting alternatives**

Anyone who finds an accessibility problem on the Oakwood College website, or who needs information in a different format, should contact Oakwood College using the details published on the website.

### Contact Details:

- **Email:** [support@oakwoodgroup.co.uk](mailto:support@oakwoodgroup.co.uk)
- **Telephone:** 0121 805 2002
- **Postal address:** Oakwood College, Tricorn House, 7<sup>th</sup> Floor, 51-53 Hagley Road, Birmingham B16 8TP.
- **Response target:** acknowledgement within 5 working days and a substantive response within 10 working days, where reasonably possible. In the event this timeline cannot be met, a further communication will be sent to the reporting party giving an indicative timeline for when the response should be expected.

Requests for alternative formats will be considered in line with the nature of the request, the urgency of the need, and any legal or operational requirements. Where the exact format requested cannot reasonably be provided, Oakwood College will aim to offer a suitable accessible alternative.

### Accessibility Complaints

If a user is dissatisfied with the College's response to an accessibility concern, the matter may be escalated through the relevant College complaints procedure.

To raise matters directly with the College:

- applicants can raise issues and concerns through the Admissions Appeals & Complaints Policy & Procedure.
- Students can raise issues or concerns through the Oakwood College Student Complaints Procedure.
- Staff can raise concerns and issues through the Staff Grievance Procedure.
- External users can contact the College on [complaints@oakwoodgroup.co.uk](mailto:complaints@oakwoodgroup.co.uk).

The College encourages users to raise concerns informally in the first instance where appropriate, in order to support early resolution before progressing to a formal complaint, in order to support early resolution.

If you are not satisfied with the response, you may contact the Equality Advisory and Support Service (EASS), who provide independent advice on accessibility and equality rights.

**This statement was prepared on:** 18 March 2026

**Last reviewed on:** 22 May 2026