



Accessibility Statement

ELITE TUITION CENTRE LIMITED

Effective from 21 September 2026

Organisation details	Information
Company number	13550993
Registered office	2 Cannon Hill Road, Birmingham, England, B12 9NN
Website	https://elitetuitioncentre.org.uk/
Email	info@elitetuitioncentre.org.uk
Telephone	0121 769 3292

Our commitment. We want our website, online forms, videos, documents and digital services to be usable by as many people as reasonably possible, including disabled students, parents, applicants and visitors.

1 Scope

This statement applies to the Elite Tuition Centre website at <https://elitetuitioncentre.org.uk/> and to digital content that we publish or control through that website. It also explains how to request help with third-party forms, videos and documents.

It does not create a claim that every third-party service or historical file is fully accessible. Where we identify a barrier, we aim to provide a reasonable alternative and improve the underlying content where practicable.

2 Accessibility standard

We aim to meet the Web Content Accessibility Guidelines version 2.2 at Level AA. WCAG is organised around four principles: content should be perceivable, operable, understandable and robust.

WCAG conformance does not address every individual need. We will also consider reasonable adjustments and direct feedback from users.

3 Compliance status

This website is partially compliant with WCAG 2.2 Level AA because of the limitations listed in this statement. A claim of full compliance will not be made until the relevant content and complete user journeys have been appropriately tested.

This is a transparent status, not a reduction in our commitment. We will prioritise barriers that prevent access to enquiries, enrolment, tuition information, safeguarding information, payment information and essential learning resources.

4 What users should be able to do

- Zoom or resize text without losing essential information or functionality.
- Navigate core website content using a keyboard.
- Use clear headings, labels, links and readable page structures.
- Access meaningful text alternatives for informative images where provided.
- Understand forms, validation messages and instructions.
- Request an accessible alternative when a document, video or embedded service creates a barrier.

5 Known limitations

Embedded Zoho forms are supplied through a third-party service. Some controls, validation messages, keyboard interactions, focus behaviour or screen-reader announcements may not fully meet WCAG 2.2 AA. We cannot directly change every part of the embedded interface. If a form is difficult to use, contact us and we will provide an alternative way to submit the same information.

Some videos may not yet have complete captions, transcripts or audio description. We are reviewing priority videos and will add suitable alternatives where needed and reasonably practicable. Users may request a transcript or written summary.

Some older PDFs or downloadable learning resources may not be fully tagged, may have an imperfect reading order or may contain scanned content. On request, we will provide the essential information in an accessible format where reasonably possible.

Third-party payment, mapping, social-media, booking or document-viewing tools may have accessibility limitations outside our direct control. We will offer assistance or another reasonable route where available.

Content or service	Current position	Alternative
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Zoho embedded forms	May contain third-party keyboard or screen-reader barriers.	Email or telephone us to complete the same enquiry through an alternative route.
Videos	Some may lack complete captions, transcripts or audio description.	Request a transcript or written summary.
Older PDFs and resources	Some may not be fully tagged or may contain scans.	Request the essential content in an accessible format.
Other third-party tools	Accessibility depends partly on the provider.	Contact us for assistance or another reasonable method.

6 How we are improving accessibility

We are working to improve accessibility as part of routine website maintenance and content publishing. Our priorities include reviewing high-traffic and essential journeys, improving headings and labels, checking keyboard access and visible focus, adding text alternatives, reviewing colour contrast, and improving captions and document formats.

New or substantially revised content should be checked against relevant WCAG 2.2 AA requirements before publication where practicable. Third-party tools will be considered during procurement, renewal and configuration.

7 Requesting help or an alternative format

If you cannot access information or complete a task, email info@elitetuitioncentre.org.uk or call 0121 769 3292. Tell us the page or content involved, the format or adjustment you need, and your preferred contact method.

We will acknowledge the request and aim to provide a practical response as soon as reasonably possible. Complex conversions or changes involving a third-party provider may take longer, but we will explain the available options.

8 Reporting an accessibility problem

Please contact us if you find a barrier, believe this statement is inaccurate or have an improvement suggestion. Helpful details include the web address, device and browser, assistive technology used, what you were trying to do and what happened.

Accessibility feedback will be handled respectfully and will not affect a student's access to tuition. Personal information supplied with a report will be handled under our Privacy Notice.

9 Equality and reasonable adjustments

Elite Tuition Centre will consider reasonable adjustments for disabled users in relation to its services and communications. The appropriate adjustment depends on the barrier, the person's needs, practicability, effectiveness, cost and other relevant circumstances.

An accessible alternative may include telephone assistance, an email version, large print, editable text, a transcript, help completing a form or another suitable arrangement. Users do not need to disclose more medical information than is reasonably necessary to explain the adjustment required.

10 Testing and assessment

This statement is based on a review of known website components and reported limitations. A comprehensive independent WCAG audit has not yet established full conformance across every page, document, embedded service and user journey.

Testing should combine automated checks with manual keyboard, screen-reader, zoom, reflow, contrast and form testing. The statement will be updated after significant testing or material website changes.

11 Review

This statement will be reviewed at least annually and sooner after a significant redesign, accessibility audit, major platform change or identification of a serious barrier. The next scheduled review is September 2027.

Related documents include the Privacy Notice, Cookie Policy, Complaints Policy, Online Tuition Policy and Acceptable Use Policy.

Accessibility summary

Topic	Position
Target	WCAG 2.2 Level AA.
Status	Partially compliant.
Known limitations	Embedded Zoho forms, some videos, older PDFs and third-party tools.
Alternative access	Available by email or telephone on request.
Contact	info@elitetuitioncentre.org.uk or 0121 769 3292.
Review	At least annually; next scheduled review September 2027.