

# Digital Resource Tester & Accessibility QA Assistant

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## Volunteer / Project Role Description

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| Organisation        | Learn Without Limits CIC                                       |
| Location            | Remote, Wales-focused                                          |
| Pathway             | Bridge Pathway 1 - Young People / Digital & Media Contribution |
| Suggested age range | 16-25                                                          |
| Commitment          | Flexible, approximately 2-4 hours per week                     |
| Suggested duration  | 3-6 months, with potential to continue if useful               |
| Reporting to        | Blog Editor / Programme Lead                                   |
| Version             | v1.0 - July 2026                                               |

## Purpose of the Role

Learn Without Limits CIC publishes parent-led guidance, digital resources, event information and project opportunities to help families in Wales understand and navigate the Additional Learning Needs (ALN) system.

As our website, blog and downloadable resources grow, we need regular checks to make sure public information is easy to find, easy to use, accessible and working properly.

This role will help us test public-facing digital resources from the perspective of real users. The aim is to spot practical issues before they become barriers for families, young people, parent carers, professionals or supporters.

The focus is on careful testing, accessibility awareness and simple quality assurance. The volunteer will not be expected to give advice, respond to families, edit live website content, or access private information.

## What You Will Do

You will help test public Learn Without Limits CIC digital resources and record clear feedback.

- checking selected website pages to make sure links, buttons and downloads work
- testing pages on mobile, tablet or desktop where possible
- checking whether page headings, buttons and links are easy to understand
- reviewing whether downloadable PDFs open correctly
- checking whether role descriptions, project briefs and reports are easy to find
- spotting broken links, confusing navigation or missing links
- checking whether images, diagrams or banners have useful descriptions where visible
- reviewing whether pages are readable for tired, busy or stressed users
- checking whether text is too dense, too small or hard to follow
- completing simple testing checklists

- writing short feedback notes for review by the Blog Editor / Programme Lead

Final decisions about website changes, wording, design, accessibility fixes and publication will remain with Learn Without Limits CIC.

## Example Testing Areas

You may be asked to test public areas such as:

- the Learn Without Limits CIC homepage
- the Bridge page
- event pages
- the About page
- the Support page
- public blog articles
- downloadable role descriptions or project briefs
- public governance reports
- navigation between the main website and blog
- mobile usability of key pages

Testing will focus on public information only.

## What This Role Does Not Include

This role does not involve:

- giving ALN, legal, education, casework or safeguarding advice
- responding to parent carers about individual situations
- editing the live website directly
- publishing content
- accessing private family information
- using private community posts, family stories or case details
- making decisions about what Learn Without Limits CIC should publish
- handling complaints, difficult messages or safeguarding concerns

Any concerns, errors or uncertainty must be escalated to the Blog Editor / Programme Lead.

## Tools You May Use

Training and guidance will be provided where needed.

Possible tools include:

- public Learn Without Limits CIC website pages
- public Learn Without Limits CIC blog articles
- simple testing checklists
- Google Docs or Sheets for recording feedback
- browser tools such as mobile view, zoom, find/search and link opening
- accessibility checkers or browser extensions, where appropriate and approved
- agreed communication channels for supervision and feedback

Only public content should be used for testing unless a specific draft resource has been shared with you for review. Private family information, case details, community posts or confidential material must not be used.

## **Skills and Qualities We Are Looking For**

You do not need to be a technical expert. This role may suit someone who is careful, observant and willing to test things from a user's point of view.

Helpful qualities include:

- good attention to detail
- patience with checking links, pages and downloads
- interest in websites, accessibility, digital resources or user experience
- willingness to explain what was confusing or difficult
- ability to follow a simple checklist
- confidence using a browser, phone or computer
- understanding that small digital barriers can make life harder for families
- willingness to learn about accessibility and ALN in Wales

Knowledge of ALN in Wales is helpful but not essential.

## **What You Will Gain**

This role can help you build practical experience in:

- digital resource testing
- accessibility awareness
- website quality assurance
- user experience feedback
- checklist-based testing
- public-interest digital work
- clear written feedback
- portfolio-building linked to a real community project

You may be able to use anonymised examples of checklists, feedback notes or testing summaries as portfolio evidence.

## **Optional Learning**

Volunteers may be encouraged to complete short free online learning linked to:

- digital accessibility
- website testing
- user experience
- quality assurance
- project basics
- online safety or data protection awareness

Where possible, Learn Without Limits CIC may suggest relevant free self-study courses that support the role and help volunteers build evidence of learning.

## Support and Supervision

You will receive a clear starting task, example checklist and feedback from the Blog Editor / Programme Lead on your first few pieces of work.

Work will be reviewed before any changes are made to public resources. You will not be expected to fix technical problems alone or make judgement calls about sensitive content.

This is a flexible role designed to build confidence, digital skills and useful portfolio evidence while helping Learn Without Limits CIC make its public information easier to use.