



DIRECTOR

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Thessaloniki, 16 December 2014

Ms Emily O'Reilly
European Ombudsman
1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex

SUBJECT

Decision on complaint 2228/2013/TN – Accessibility of Europass CV

REFERENCE: Your letter of 2 December 2014

Dear Ms O'Reilly,

Thank you for informing us about your decision to close the inquiry into complaint 2228/2013/TN lodged against Cedefop by Ms Isabel Holdsworth concerning the inaccessibility of the Europass CV to persons with visual impairment.

Cedefop is pleased to confirm that the measures described in the reply we sent to you on 20 March 2014 are being implemented according to the timeline set in March:

- Enhanced accessibility of Europass portal (with the exception of the online editor): the portal is now compatible with Level AA of standard for Web Content Accessibility Guidelines (WCAG 2.0);
- Accessibility of downloadable offline CV template: a specific CV template has been developed in cooperation with the school for blind people in Thessaloniki.

By the end of December, this template will be available from a dedicated page, first in English and French. Other languages will be added in 2015. Main characteristics of the template are the following:

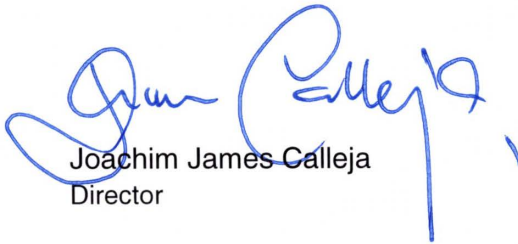
- easy access from the Europass portal home page;
- document structure optimised for better legibility by screen-reader tools used by blind and visually-impaired people to interface with software applications;
- instructions and examples embedded in the template;
- use of macro commands to reproduce sections or delete empty lines.

In 2015, Cedefop will further explore the technically and financially viable possibilities of improving the accessibility of the Europass web portal and online CV editor to enhance its access to blind and visually-impaired citizens.

It should be noted that Cedefop's Europass team will certainly remain at the disposal of persons requesting help due to impairments that hinder them to access Europass without guidance easily.

I remain at your entire disposal for any further/complementary clarifications.

Sincerely,


Joachim James Calleja
Director