

**DEPARTMENT
FOR
INFRASTRUCTURE**

**QUICK REFERENCE
GUIDE TO MAKING INFORMATION ACCESSIBLE**

This document is available in a range of formats on request and you should contact us with your requirements.

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The Quick Reference Guide is for use by officials when producing documents. The Guide to Making Information Accessible can be found in full at: www.infrastructure-ni.gov.uk

Key issues for preparing all documents and relevant paragraphs in the Guide are detailed below:	
	Para
Requests for information in alternative formats should be responded to within 20 working days.	1.6
Font size needs to be 14. Large print can be between size 16 - 20 font.	3.3
Number all pages and paragraphs using Arabic numbering, i.e. 1, 2, 3.	3.6
Numbers used in the text should be numeric rather than written, e.g. you should write '23' instead of 'twenty-three'.	3.6
The following information on contacts and alternative formats should be included on the first page of your document in large print (font size 16 – 20). Do not assume that all your customers will be able to use a telephone.	3.8
“This document is available in a range of formats please contact us with your requirements.	3.8/4.2
Contact details are:	3.9
<ul style="list-style-type: none"> ▪ <i>Name of person responsible for the document.</i> ▪ <i>E-mail address.</i> ▪ <i>Telephone number (for Text Relay prefix number with 18001).</i> ▪ <i>Mobile number (optional).</i> ▪ <i>Fax number (optional).”</i> 	
Alternative Formats	4
Different types of alternative formats are detailed below. Large prints should always be considered as a matter of course, especially as there is no cost. Large print can be between size 16 – 20 font.	4.2
The NICS Translation Contract covers the following: <ul style="list-style-type: none"> • Translation into ethnic minority languages; and • Braille. 	5.3
The NICS Translation Contract also covers the following	

services:

- Face-to-face interpreting services for spoken languages;
- Text to text translation services;
- Interpreting services for British Sign Language and Irish Sign Language including Braille;
- Sign Supported English;
- Speech to Text Translation/Transcription;
- Notetaking;
- Finger Spelling;
- Lipspeaking; and
- Hearing/Visual Impairment communication.

Range of alternative formats not in the NICS contract:

- Computer disc, DVD and other digital formats, including Websites;
- Audio - CD-R and audio versions of documents on the internet;
- Video/DVD with either sign language inserts or subtitles; DAISY Digital disc;
- Easy-Read format;
- Tactile maps, plans or diagrams;
- Advertising or promotion in specialised publications, e.g. Disability Action Ezine, audio newsletters such as Sound Vision Ulster, community radio etc, for relevant services or public appointments.

When producing a document in an alternative format, outside those covered in the NICS contract, you should adhere to the Procurement Guidelines as contained in PGN 04/12 Procurement Control Limits and basis for contract awards.

Information on turnaround times for alternative formats.

5.7

5.8

[Annex H](#)