



ACCESSIBILITY PLAN

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1. Background

Hanken's accessibility plan has traditionally included mainly elements related to the physical environment or the accessibility of digital services. Following the publication by the Ministry of Education and Culture in 2021 of a report compiled by Tapio Kosunen, former Director General of the Ministry, Hanken has now expanded the concept of accessibility to include aspects of student selection and educational services for underrepresented groups.

The 2021 Government Report on Education Policy sets out the following objectives for 2040:

- The level of knowledge and education has improved. Secondary school graduates interested in higher education can start higher education without unnecessary gap years. International students and researchers contribute significantly to strengthening the competences of Finnish society and working life.
- Finland has an open learning ecosystem for the benefit of students, research and innovation activities and working life. Students can utilise the open digital services of higher education institutions flexibly according to their needs and have access to all information for their own use.
- The new structures and ways of operating of higher education institutions enable collaboration in networks that ensures high-quality, diverse, and accessible higher education and research in both national languages. The profiles of higher education institutions and the degrees they offer vary according to their strengths.

In order to achieve these goals, Finland must raise the level of education, increase the accessibility and equality of education, and reform the operating models and structures of higher education.

Based on the thematic areas of the 38 objectives set out in the report by Kosunen, Hanken has drawn up objectives and measures to support development towards the fulfilment of the objectives in accordance with the Education Policy report.

2. Raising the level of education and knowledge and renewing practices and structures

- Hanken promotes different modes of admission to its programmes so that applicants whose socio-economic or cultural background does not support the motivation to apply for higher education still have opportunities to find their strengths and interests and apply for higher education. Measures include the introduction of quotas for students from vocational schools and the continued promotion of the Open university.
- The generic skills of the students at Hanken are promoted so that the starting point due to different educational backgrounds is levelled out. Support is offered to those who have challenges, especially at the beginning of their degree programmes.
- Hanken supports the students in the Swedish-speaking study programmes so that everyone has the necessary skills required to complete their studies. Students with a native language other than Swedish are considered and supported.
- Hanken is increasing the number of programmes in English to attract more young ambitious international students to Finland to study business and administration at university level.
- The digital platforms and systems that are created to make education and training available in the form of degrees, modules, or smaller study sections are made accessible and attractive.

3. Promoting the prerequisites for continuous learning

- Hanken increases the availability of competence-enhancing courses, study sections, and modules also for people of working age to increase their competence and employability. Modules in Hanken's different fields of knowledge such as sustainability are offered to a wide audience within the framework of open and non-degree studies.
- Entrepreneurship and the necessary expertise are supported within the framework of Hanken's entrepreneurship promotion activities at Hanken Business Lab. Events are organised that are open to everyone interested in entrepreneurship and innovation.
- For people in the business community, Hanken offers commercial training through its company Hanken&SSE Executive Education. This programme is not economically accessible to everyone, but its physical accessibility meets national targets.

4. Accessibility as a strategic goal for Hanken

- Hanken mentions and describes the accessibility of education in all its quality reports.
- Accessibility has a named responsible person.
- The Accessibility Plan is evaluated and monitored in cooperation with the Office of Studies and Admissions in collaboration with the Real Estate Management and Maintenance, which is responsible for physical accessibility.
- Development objectives are defined and included in the units' operational objectives.
- The realisation of the various dimensions of accessibility is also monitored in surveys and reports so that the community is aware of the development measures to be taken in the upcoming years. An example of this was information for students with special needs, which was previously identified as a weakness but is now handled systematically and all information is gathered on a website. The website also has a named contact person who investigates special cases further and manages the communication to the academic staff so that the needs of the students are considered but their privacy protection for their individual needs is not jeopardised.

- Hanken considers accessibility in procurements such as databases and online services so that special needs are taken into account. The challenges identified for example in the Sisu system are addressed in co-operation with the other Sisu universities.

5. To promote a greater involvement in accessibility among staff and students

- In the training of Hanken's management, ethical leadership and gender equality is included as a thematic area.
- There is information about accessibility and how to promote it in teaching and digital services. New employees are informed about our accessibility work in connection with the introduction of new employees. A new portal for the introduction of new employees will be introduced in 2023.
- Students are informed about accessibility during the introduction of new students.
- The web pages for students have plenty of information on accessibility and how special needs are taken into account. A named person can be contacted in case of questions or problems.
- Hanken's quality manual is updated so that the work on accessibility is included in the manual.
- Hanken monitors the implementation of diversity in working groups and committees.
- International students and staff are better integrated into the organisation and are included in both social contexts and the management of joint administration and positions of trust.
- Gender equality and accessibility are included in the agreement between Hanken and its student union. The agreement is reviewed or revised annually.
- Hanken supports the Student Union in its activities that aim to integrate international students into Hanken and the society around us. Hanken also supports and encourages activities that are attractive also to students who do not seek out traditional parties.

6. Discrimination, harassment, and racism

- Hanken's management monitors various aspects of equality, non-discrimination, and equal treatment in its annual statistical monitoring in connection with the annual report.
- Hanken is committed to promoting student well-being in several ways. The weakest are supported while preventive activities such as coaching and workshops are offered to all students.
- Racism is not tolerated.
- There are channels to report or discuss improprieties experienced by staff or students. This is done in co-operation with the Student Union of Hanken.

7. Studies, student support services, and student counselling

- Hanken's students are entitled to reasonable adjustments to their studies and examinations in case of demonstrated special needs (Discrimination Act (1325/2014), section 15)
- Special needs are coordinated by the Office of Studies and Admissions and have designated contact persons.
- Special needs processes are reviewed and revised regularly.
- Teaching and research staff are informed about what actions are expected and considered reasonable. New recruits are informed and information is available on the web.

- Hanken provides career guidance to all students. Particular emphasis is placed on career counselling for international students.
- Hanken will place additional emphasis on supporting international students in finding internships in Finland.
- The various integration measures are monitored, and the employability of students is a strategic indicator that is monitored.
- Hanken places particular emphasis on statistically monitoring the studies and careers of international students.

8. Admission and selection of students

- Hanken continuously develops its student admissions. The processes also consider underrepresented groups. Traditionally, the students admitted to Hanken via the joint admission to business programmes are young. To open doors for ambitious students from the entire upper secondary school, i.e., also vocational schools, a small quota for such students could be proposed as a pilot. The propensity for upper secondary education varies greatly in different parts of Finland. In Ostrobothnia the propensity for upper secondary education is low and there could be room for a pilot admission quota for applicants with vocational school certificates.
- Hanken has a long tradition of extensive admission to the bachelor's level via open channels. Admission via the Open University is an important part of Hanken's approach to counteracting the inheritance of education, as the threshold for starting studies via the Open University is significantly lower than applying directly for entry.
- Information to applicants is written in a way that is comprehensible.
- Admission and especially the written tests also take into account the documented special needs of applicants by placing them in quiet rooms and giving them more time to complete tasks.

9. International students and researchers

- Hanken is working to triple the number of international students by increasing the attractiveness of the current master's programmes, by establishing one-year master's programmes targeting international students, and by establishing a new bachelor's programme in English. Internationalisation is a high priority for Hanken.
- Hanken works to integrate all of its international students into Finland and works for their happiness and success in their working life.
- Hanken strives to be attractive also for immigrants. In addition to degree studies and non-degree studies Hanken&SSE Executive Education Ab offers integration courses in cooperation with the TE centres for highly educated immigrants.
- Hanken develops inclusion of international staff and researcher.

10. *The physical accessibility*

Physical accessibility means that the physical, social and psychological environment, products and services must be easily accessible and experienced as equal to everyone, and that the different needs and characteristics of individuals are taken into account. The aim of the plan is to maintain systematic development work to promote the accessibility of Hanken's facilities and the use of Hanken's digital services.

The objectives for accessibility at Hanken are:

- Hanken's facilities and services must be accessible to people with hearing, visual and speech impairments and to people with disabilities.
- People with disabilities should also be taken into account in the planning of buildings and in renovations.
- Employees with special needs shall be provided with the aid they require for their work.
- Hanken's website, mobile applications and information must fulfil the accessibility standard according to the international WCAG guidelines, as required by the Act on the Provision of Digital Services (306/2019).

The main building in Helsinki

Physical accessibility:

- Basic services for students are located on the street level of the main building in Helsinki.
- The main entrance has a ramp and an automatic door opener for people with disabilities.
- The main building has an elevator to almost all floors.
- There are also ramps for people with disabilities in the library and Torget.
- Quantum and its resources can be used by people with disabilities. Only one part of the space is elevated but there is plenty of free floor space where tables can be moved for better accessibility. The entire Quantum is served by a wireless network connection.
- The lighting has been improved during renovations.

Flaws:

- The C-wing is challenging for people with disabilities as it does not have an elevator.
- At Arkadiankatu 28, the key to the wheelchair accessible elevator is not in place.
- The ramps outside the main entrance, in the library and in Torget lack handrails on both sides. Measures are being planned.

The main building in Vaasa

Physical accessibility:

- At the main entrance there is a ramp, automatic door opener, and parking space for the handicapped.
- There is access to an elevator to move between floors.
- The thresholds in the building are covered with angled metal rails so that they can be easily crossed by wheelchair.
- The auditorium is designed to allow for the organisation of lectures and seminars with simultaneous interpretation if necessary.

11. Communication and digital services

In 2020, an external expert service was used to prepare a risk assessment of the accessibility of Hanken's online services and their compliance with the WCAG guidelines. Flaws were identified in the following areas:

- Text equivalents
- Adaptability
- Perception, e.g. no alt text.
- Highlighting and contrast
- Navigability of web pages
- Comprehensibility of websites, particularly in terms of language.
- Compatibility
- Predictability of websites

Following the risk assessment, deficiencies in digital accessibility have been corrected. Hanken's websites and mobile applications now largely comply with the accessibility requirements of the Act on the Provision of Digital Services and the WCAG guidelines.

An accessibility statement is published on all websites, indicating the accessibility of the website in question and providing contact details for web accessibility issues.

Improvements in digital accessibility are made continuously and Hanken staff will continue to be aware of and strive to ensure accessible and user-friendly information in its digital services.

12. The Equal Treatment and Equality Plan

Hanken has an Equal treatment and Equality plan that is updated every three years. The plan is prepared and monitored by the Equality Committee together with Hanken's equality representative. The plan also sets targets for Hanken's accessibility.

The following objectives are set out in the plan (2020-2022):

- Both the physical and social conditions at Hanken promote equality and equal treatment.
- Any handicaps shall be taken into account in all activities.
- Information on Hanken's website and other information material and material on social media shall promote equality and diversity.
- Support shall be provided to the institutions and units on how to take into account equal treatment and gender equality issues.

Hanken largely fulfils the requirements for physical, social, and digital accessibility.

Also in the future the design of accessibility will have a clear focus on Hanken's activities working for everyone regardless of functional ability. This also applies to our two locations. Digital accessibility is continuously developed and improved

13. Updating and monitoring of the accessibility plan

This accessibility plan has been prepared in the Rector's office as an update of the previous plan and on the basis of the Report on Education Policy for a more accessible higher education and university and approved by the Rector on 20 December 2022.

The plan is evaluated and updated once a year by Hanken's Equality and Equal treatment group. Hanken's management team and the Student Union Executive Board must be consulted in connection with the updates. The representative is responsible for ensuring that the updated plan is available on Hanken's website under the Rules and Guidelines section.