

SafetySkills Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SafetySkills courseware using proprietary LMS

Report Date: April 15, 2020

Product Description: Web-based Occupational safety educational training

Contact Information: accessibility@safetyskills.com

Notes: None

Evaluation Methods Used: User knowledge of software, user verifying through use of software, NVDA and Microsoft screen readers.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline | Included In Report |
|--|-----------------------------------|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) |

| Standard/Guideline | Included In Report |
|--|---|
| | Level AAA (Yes) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes) Level AA (Yes) Level AAA (Yes) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (Yes) |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11) | (Yes) |

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|--|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: The following areas do not offer text alternative at this time: controls, input; test in relation to scenarios; decoration, formatting, invisible. The following areas do offer text alternatives: Sensory. The following areas do not apply: time-based media; CAPTCHA.</p> |
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: An audio description of the pre-recorded video content is provided for synchronized media.</p> |
| <p>X</p> <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> | <p>X</p> <p>Web: Supports</p> | <p>X</p> <p>Web: Captions are provided for all prerecorded audio in synchronized media</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: An audio description of the prerecorded video content is provided for synchronized media. |
| <u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) | Web: Supports | Web: While visuals are an excellent accompaniment to learning, for users with visual or auditory disabilities, all of our courses can be taken solely through closed captioning, a transcript, or audio. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.3.2 Meaningful Sequence (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: Particular linear order is provided, as it does affect the meaning of the content. |
| <p>1.3.3 Sensory Characteristics (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: Instructions provided for understanding and operating content do not rely solely on sensory characteristics. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|---|
| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Wherever possible, the use of only a visual to represent a color</p> |
| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Audio plays automatically, but can be paused or stopped. There is also an in-training option to control the audio volume just for the course.</p> |
| <p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) | <p>Web: Partially supports</p> | <p>Web: All functionality of the content is not currently operable through a keyboard interface, however, it is partially workable.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------------------|--|
| <ul style="list-style-type: none"> • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: User can avoid many of the keyboard traps by launching the courses in a popup. However, the quizzes do have a keyboard trap.</p> |
| <p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> | <p>Web: Keyboard shortcuts do not play a role.</p> |
| <p><u>2.2.1 Timing Adjustable</u> (Level A)</p> | <p>Web: Supports</p> | <p>Web: The course does not use time limits. The course</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>can time out if the screen remains inactive, but the user can return immediately to where they left.</p> |
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: The course includes a scrolling transcript, which can be stopped or paused at any time.</p> |
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) | <p>Web: Does not support</p> | <p>Web: Some courses do use flashes to represent certain hazardous events that can occur.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|---|
| <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | <p>Web: Supports</p> | <p>Web: Courses do not have repeated blocks of content.</p> |
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | <p>Web: Partially supports</p> | <p>Web: Web pages are titled with the title of the course, but do not necessarily have the individual frame titles.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: Applies on the popup version of courses, but if the user takes the course on the same page as the LMS, focus order can be wrong.</p> |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Links are visually descriptive, and the narrative always mentions their presence and general location.</p> |
| <p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) | <p>Web: Supports</p> | <p>Web: While at this time, we do not guarantee support for any particular pointing devices outside of a mouse or tablet. However, path-based gestures are not required anywhere but the in-video volume control. The volume can also be controlled externally on the machine.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Web: Supports | Web: Testing using external mouse shows that activation occurs on the up-event. |
| <p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Web: Supports | Web: Generally supported when using popup version of a course. |
| <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) | Web: Supports | Web: Courses do not require device movement or gestures. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: Transcript is identified through a language drop down. Course language is identified using HTML. |
| <p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: Functionality is predictable, and context won't be changed by changing the focus of the keyboard or mouse. |
| 3.2.2 On Input (Level A) | Web: Supports | Web: Interactive content is predictable. Courses remain |

| Criteria | Conformance Level | Remarks and Explanations |
|--|----------------------|---|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>consistent with operation and input.</p> |
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: User is unable to submit quiz until the correct number of choices has been selected. If the quiz is not correct, the user is notified through a popup that their answers are not correct. They are then sent back to complete the relevant frame(s) to enable them to update their answers.</p> |
| <p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) | <p>Web: Supports</p> | <p>Web: All inputs provide instruction using labels, i.e. Next buttons.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|--|
| <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: While much of the code has been written to enable parsing, there are parts that could be improved to make it easier for users to navigate.</p> |
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | <p>Web: Partially supports</p> | <p>Web: While most user interface elements are used according to specification, there may be instances in which they aren't labeled or used as expected.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| <p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: No live audio content is provided. Captions are provided for all content.</p> |
| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) | <p>Web: Does not support</p> | <p>Web: At this time, we aren't providing this feature.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | Web: Devices can be used in both landscape and portrait. |
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | Web: Courses do not collect identity information and do not use fillable forms. |
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> | Web: Supports | Web: We no longer build courses with significant amounts of image-based text, and only use it if absolutely necessary to ensure understanding. Our transcripts are offered on a light colored background with dark text and larger font. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Does not support</p> | <p>Web: At this time, our courses do not support resizing text using browser features.</p> |
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Unless the particular presentation of text is essential to the information being conveyed, text is used, not images of text.</p> |
| <p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> | <p>Web: Does not support</p> | <p>Web: Courses do not support browser zoom for text at this time.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------|--|
| <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Web: Supports | Web: Contrast ratio of text on screen is 12.63:1. |
| <p>1.4.12 Text Spacing (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Web: Supports | Web: When launched in popup, browser addons are able to adjust the text for comfortable reading. |
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.13 (Web) | Web: Supports | Web: Content requires mouseup to respond. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------|--|
| <ul style="list-style-type: none"> • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | | |
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | <p>Web: Supports</p> | <p>Web: LMS offers multiple search modalities. There is no other way to complete the course without following the process.</p> |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | <p>Web: Supports</p> | <p>Web: When using the popup method to take the course, users are provided labels for buttons to ensure easy navigation.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: Not all functions have a focus element, but the buttons are highlighted with a box.</p> |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: User does not need a screen reader to take courses, as the narrative is provided, along with closed captioning and a transcript.</p> |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply | <p>Web: Supports</p> | <p>Web: Course all contain the same navigational mechanisms.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|----------------------|---|
| <ul style="list-style-type: none"> • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | | |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | <p>Web: Supports</p> | <p>Web: Buttons for navigation operate the same on every course.</p> |
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 | <p>Web: Supports</p> | <p>Web: There are no forms used. Quizzes provide feedback and give the learner the chance to review the material before answering the question again.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: There are no web pages that cause legal commitments or financial transactions in courseware.</p> |
| <p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Does not support</p> | <p>Web: The status messages used to inform users of whether their quiz answer was correct is not readable via screen reader.</p> |

Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
|----------|-------------------|--------------------------|

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------|--|
| <u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: At this time, sign language is not an option. |
| <u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: At this time, audio descriptions are not provided in addition to the narrative. However, generally the user can take the course without audio descriptions. |
| <u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: The script can be provided to users in text form, but it does not support descriptions at this time. |
| <u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Courses do not use live audio content. |
| <u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: While our team has made an effort to code to allow this, it is not guaranteed at this point. |
| <u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Text in transcript has a contrast ratio of 12:1. |
| <u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Background sounds generally only occur when voiceover is not occurring. |
| <u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: At this time, we do not allow users to customize or resize the transcript. |
| <u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Images of text are only used if absolutely essential. |
| <u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: Our developers have made an effort to code in a way that enables this, but at this time, it doesn't provide 100% keyboard access. |
| <u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Timing is not an essential part of the event or activity presented by the content. |
| <u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply | Web: Supports | Web: Courses do not use interruptions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------|---|
| Revised Section 508 – Does not apply | | |
| 2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: If the session expires, the user can choose to return to where they were, or start again from the beginning. |
| 2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: There is no data loss. |
| 2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: While our courses generally don't include a lot of flashing, there are courses where it is necessary for the content. |
| 2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: We provide subtitles for users who do not or cannot use the scrolling transcript. |
| 2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: We include frame numbers, a progress bar, and a button for users to return to the LMS. |
| 2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Links are identified both through on-screen text or visuals, as well as in the transcript. |
| 2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Frames are organized into titled lessons, and each frame includes both its individual title as well as a number to identify where the user is in the course. |
| 2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Buttons are sized appropriately. |
| 2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Users can use whatever input method works with the browser and machine they're using, and switch whenever necessary. |
| 3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Words unfamiliar to the learner are defined, and the courses are written to an eighth grade level. |
| 3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Abbreviations are defined in courses. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------|---|
| 3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Courses are written to an eighth grade level. |
| 3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: All courses are narrated by professional narrators, and pronunciation is provided. |
| 3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Courses generally function the same and changes of context can only be initiated by the user. |
| 3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Courses generally do not require context-sensitive help. In some cases, a scenario may require a person to assist the learner. |
| 3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Users cannot complete the course without correctly answering the quiz questions. Wrong answers do not penalize the learner. |

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 302.1 Without Vision | Supports | Courses offer narration of content. |
| 302.2 With Limited Vision | Supports | Course offers narration of content as well as both a transcript with highlighting to follow text and subtitles. |
| 302.3 Without Perception of Color | Supports | Other than in cases where it is absolutely necessary, color is not used as a sole identifier. |
| 302.4 Without Hearing | Supports | Courses offer both transcripts and subtitles. |
| 302.5 With Limited Hearing | Supports | Courses offer transcripts, subtitles, and the volume of the narration can be adjusted both in the course and using the device. |
| 302.6 Without Speech | Supports | Courses do not require speech. |
| 302.7 With Limited Manipulation | Supports | Courses can use any device that is compatible with a computer and browser. |
| 302.8 With Limited Reach and Strength | Supports | Does not require reach or strength. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Courses are developed to an eighth grade level, and are designed in the same manner. |

Chapter 4: [Hardware](#)

Notes: Not hardware.

Chapter 5: [Software](#)

Notes: Not platform software or software tools.

Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | Documentation is provided both here, and in courses. |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Documentation is not provided in non-electronic formats. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Customer Care and account representatives can provide information as requested. |
| 603.3 Accommodation of Communication Needs | Supports | Users can contact support through chat, email, or phone. |

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.2.1 Usage without vision | Supports | Courses provide audio narrative. |
| 4.2.2 Usage with limited vision | Supports | Courses provide audio narrative as well as a transcript with larger font. |
| 4.2.3 Usage without perception of colour | Supports | Unless absolutely necessary, color is not used as a sole identifier. |
| 4.2.4 Usage without hearing | Supports | Users are provided both a scrolling transcript and subtitles. |
| 4.2.5 Usage with limited hearing | Supports | Users are provided both a scrolling transcript and subtitles. Audio volume can be adjusted both in course and on the device used. |
| 4.2.6 Usage with no or limited vocal capability | Supports | Courses do not require any vocal input. |
| 4.2.7 Usage with limited manipulation or strength | Supports | Users can use any input that is compatible with their device. |
| 4.2.8 Usage with limited reach | Supports | Users can use the input device of their choice, as long as it is compatible with their device. |
| 4.2.9 Minimize photosensitive seizure triggers | Partially Supports | Due to the nature of some of our topics, we cannot guarantee all courses do not contain photosensitive seizure triggers. |
| 4.2.10 Usage with limited cognition, language or learning | Supports | Users can take the course at an eighth grade level. |
| 4.2.11 Privacy | Supports | Users can employ personal headsets, characters are not masked, and users do not input legal, financial, or personal data. |

Chapter [5: Generic Requirements](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 5.1.2 General | Heading cell – no response required | Heading cell – no response required |
| 5.1.2.1 Closed functionality | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 Audio output of visual information | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.2 Auditory output delivery including speech | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.3 Auditory output correlation | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.4 Speech output user control | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.5 Speech output automatic interruption | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.6 Speech output for non-text content | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.7 Speech output for video information | Partially Supports | While some parts of courses are capable, others do require updates. |
| 5.1.3.8 Masked entry | Supports | Characters are not masked. |
| 5.1.3.9 Private access to personal data | Supports | No private data is requested or provided. |
| 5.1.3.10 Non-interfering audio output | Partially Supports | As per above. |
| 5.1.3.11 Private listening volume | Supports | Volume can be controlled both in-course and using the device. |
| 5.1.3.12 Speaker volume | Supports | Volume can be controlled both in-course and using the device. |
| 5.1.3.13 Volume reset | Supports | Users operate the course alone. |
| 5.1.3.14 Spoken languages | Partially Supports | As per above. |
| 5.1.3.15 Non-visual error identification | Partially Supports | As per above. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 5.1.3.16 Receipts, tickets, and transactional outputs | Supports | Course does not use transactional outputs. |
| 5.1.4 Functionality closed to text enlargement | Does not support | At this time, courses do not necessarily support this. |
| 5.1.5 Visual output for auditory information | Supports | Courses include captions and text transcripts. |
| 5.1.6 Operation without keyboard interface | Heading cell – no response required | Heading cell – no response required |
| 5.1.6.1 Closed functionality | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Supports | The same mechanism can be used to move and change the position of input focus. |
| 5.1.7 Access without speech | Supports | Courses do not use speech input. |
| 5.2 Activation of accessibility features | Supports | In-course accessibility features can be accessed without using methods that don't support that need. |
| 5.3 Biometrics | Supports | Courses do not use biometrics. |
| 5.4 Preservation of accessibility information during conversion | Supports | Courses do not allow content conversion. |
| 5.5 Operable parts | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Supports | There are no operable parts that require grasping, pinching, or twisting of the wrist. |
| 5.5.2 Operable parts discernibility | Supports | There are no operable parts that require grasping, pinching, or twisting of the wrist. |
| 5.6 Locking or toggle controls | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Supports | Courses do not use locking or toggle controls. |
| 5.6.2 Visual status | Supports | Courses do not use locking or toggle controls. |
| 5.7 Key repeat | Supports | Courses do not use a key repeat function. |
| 5.8 Double-strike key acceptance | Supports | Irrelevant to courseware. Is controlled by external devices. |
| 5.9 Simultaneous user actions | Supports | Simultaneous user actions are not required to take the course. |

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 6.1 Audio bandwidth for speech | Supports | Course does not use two-way voice communication. |
| 6.2 Real-time text (RTT) functionality | Heading cell – no response required | Heading cell – no response required |
| 6.2.1.1 RTT communication | Supports | Course does not use two-way voice communication. |
| 6.2.1.2 Concurrent voice and text | Supports | Course does not use two-way voice communication. |
| 6.2.2.1 Visually distinguishable display | Supports | Course does not use two-way voice communication. |
| 6.2.2.2 Programmatically determinable send and receive direction | Supports | Course does not use two-way voice communication. |
| 6.2.2.3 Speaker identification | Supports | Course does not use two-way voice communication. |
| 6.2.2.4 Visual indicator of Audio with RTT | Supports | Course does not use two-way voice communication. |
| 6.2.3 Interoperability | Supports | Course does not use two-way voice communication. |
| 6.2.4 RTT responsiveness | Supports | Course does not use two-way voice communication. |
| 6.3 Caller ID | Supports | Course does not use two-way voice communication. |
| 6.4 Alternatives to voice-based services | Supports | Course does not use two-way voice communication. |
| 6.5 Video communication | Heading cell – no response required | Heading cell – no response required |
| 6.5.1 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 6.5.2 Resolution | Supports | Course does not use two-way voice communication. |
| 6.5.3 Frame rate | Supports | Course does not use two-way voice communication. |
| 6.5.4 Synchronization between audio and video | Supports | Course does not use two-way voice |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------------|--|
| | | communication. |
| 6.5.5 Visual indicator of audio with video | Supports | Course does not use two-way voice communication. |
| 6.5.6 Speaker identification with video (sign language) communication | Supports | Course does not use two-way voice communication. |
| 6.6 Alternatives to video-based services (advisory only) | Advisory – no response required | Advisory – no response required |

Chapter [7: ICT with Video Capabilities](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 7.1 Caption processing technology | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Supports | Courses provided subtitles and a transcript that can be turned on or off by the user. |
| 7.1.2 Captioning synchronization | Supports | Subtitles and transcripts follow along with the narrative at the same rate. |
| 7.1.3 Preservation of captioning | Supports | Subtitles and transcripts are the same for each viewing of the course. |
| 7.1.4 Captions characteristics | Does Not Support | Users cannot change subtitle or transcript characteristics. |
| 7.1.5 Spoken subtitles | Supports | Subtitles are narrated and match the narrative. |
| 7.2.1 Audio description playback | Does not support | Courses do not currently offer audio descriptions. |
| 7.2.2 Audio description synchronization | Does not support | Courses do not currently offer audio descriptions. |
| 7.2.3 Preservation of audio description | Does not support | Courses do not currently offer audio descriptions. |
| 7.3 User controls for captions and audio description | Supports | Transcripts and subtitles are activated in the same way as the primary media controls. |

Chapter [8: Hardware](#)

Notes: Not hardware.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Chapter [10: Non-Web Software](#)

Notes: Software is primarily web-accessible.

Chapter [11: Software](#)

Notes: Software is not a platform, it operates within the platform.

Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| 12.1 Product documentation | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | Supports | Accessibility page as well as this document. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 12.2 Support Services | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Supports | Customer Support Team as well as dedicated account representatives |
| 12.2.3 Effective communication | Supports | Offers phone, email, and chat communications. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Software does not provide relay or emergency service access.

