

**Education Management Solutions, LLC (EMS)
Accessibility Conformance Report
VPAT® Version 2.5**

Name of Product	Competency
Product Description	<p>Competency is a leading assessment management platform to enable institutions to analyze learning performance across all assessment systems, map curricula, manage rotations, and obtain deliverable data for accreditors.</p> <p>http://www.ems-works.com</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <h2 style="color: #c00000; margin: 0;">Competency</h2> <p style="color: #c00000; font-weight: bold; margin: 0;">Intelligent Tracking. Accelerated Performance.™</p> <ul style="list-style-type: none"> Allows learners to longitudinally view performance in courses, assessment goals, and outcomes Measures curriculum against competency performance Ensures learners meet competencies needed for post-undergraduate clinical experience Creates checklists for use on the go, offline, and during clinical rotations via a mobile app Identifies at risk learners Detects curriculum gaps between didactic and hands-on practice and key competencies </div> <div style="width: 35%; text-align: center;">  </div> </div>
Report Date	July 7, 2024
Contact Information:	William Lockfeld, accessibility@ems-works.com , http://www.ems-works.com
Notes:	This version of VPAT is based on VPAT® Version 2.5 (Revised) – April 2024.
Evaluation Methods Used:	<p>Our software application design and development processes are guided by WCAG2.0 AA standards. Accessibility tests are integrated into the Quality Assurance processes. Screen readers are used extensively for testing. Key test methods used are listed below, with acronym legends.</p> <ul style="list-style-type: none"> Integrated Accessibility Testing (IAT): aXe Tool-Based Testing (TBT): aXe, Lighthouse Color Contrast Testing (CCT): Color Contrast Analyzer Screen Reader Testing (SRT): NVDA/Chrome, NVDA/IE11, VoiceOver/Safari, VoiceOver/IOS Screen Magnifier Testing (SMT): OS tools on Windows and Mac, Zoom Text Manual Accessibility Testing (MAT): Keyboard testing with visual focus, without mouse, Videos

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) Level AAA (No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - 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><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: 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>Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)</p>	<p>Web: IAT, TBT, SRT, MAT Electronic Docs: IAT, TBT, SRT, MAT Software: IAT, TBT, SRT, MAT Closed: Authoring Tool: IAT, TBT, SRT, MAT Text equivalents for non-text elements are provided</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: 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>N/A</p>	<p>Video and audio playback are currently not supported.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>N/A</p>	<p>Video and audio playback are currently not supported.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>N/A</p>	<p>Video and audio playback are currently not supported.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)</p>	<p>Web: IAT, TBT, SRT, MAT Electronic Docs: IAT, TBT, SRT, MAT Software: IAT, TBT, SRT, MAT Closed: Authoring Tool: IAT, TBT, SRT, MAT Web page structure supports sections, subheadings with labels</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)</p>	<p>Web: SRT, MAT Electronic Docs: SRT, MAT Software: SRT, MAT Closed: Authoring Tool: SRT, MAT Content, menus are organized in a meaningful order</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)</p>	<p>Web: Electronic Docs: Software: Closed: Authoring Tool: Doesn't rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: 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>Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)</p>	<p>Web: CCT, MAT Electronic Docs: CCT, MAT Software: CCT, MAT Closed: Authoring Tool: CCT, MAT Instructions don't rely on Color</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p>	N/A	Video and audio playback are currently not supported.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <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) 		
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <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) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: (Supports)	Web: MAT, Keyboard, Visual Focus, SRT Electronic Docs: MAT, Keyboard, Visual Focus, SRT Software: MAT, Keyboard, Visual Focus, SRT Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: MAT, Keyboard, Visual Focus, SRT Supports Keyboard only input
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <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) 	Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)	Web: MAT, Keyboard, SRT Electronic Docs: MAT, Keyboard, SRT Software: MAT, Keyboard, SRT Closed: MAT, Keyboard, SRT Authoring Tool: MAT, Keyboard, SRT Time-controlled content (e.g. video playback) have user controls
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <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) 	Web: Electronic Docs: Software: Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool:	Web: Electronic Docs: Software: Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool:
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 	Web: (Supports) Electronic Docs: (Supports) Software: (Supports)	Web: MAT Electronic Docs: MAT Software: MAT Closed: Authoring Tool: MAT

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) 	Closed: Not Applicable Authoring Tool: (Supports)	Time-controlled content (e.g. video playback) have user controls
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: 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) 	N/A	Video and audio playback are currently not supported.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Web: (Supports) Electronic Docs: (Supports) Software: (Supports) Closed: Not Applicable Authoring Tool: (Supports)	Web: MAT Electronic Docs: MAT Software: MAT Closed: Authoring Tool: MAT No flashing content
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 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) 	Web: (Supports) Electronic Docs: (Supports) Authoring Tool: (Supports)	Web: MAT, Keyboard, IAT, SRT, TBT Electronic Docs: MAT, Keyboard, IAT, SRT, TBT Authoring Tool: MAT, Keyboard, IAT, SRT, TBT Navigation links are provided
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: MAT, IAT Electronic Docs: MAT, IAT Software: MAT, IAT Authoring Tool: MAT, IAT Clear and descriptive page titles

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: MAT, Keyboard, Visual Focus</p> <p>Electronic Docs: MAT, Keyboard, Visual Focus</p> <p>Software: MAT, Keyboard, Visual Focus</p> <p>Closed:</p> <p>Authoring Tool: MAT, Keyboard, Visual Focus</p> <p>Logical order of web page navigation</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: MAT,IAT,SRT</p> <p>Electronic Docs: MAT,IAT,SRT</p> <p>Software: MAT,IAT,SRT</p> <p>Closed:</p> <p>Authoring Tool: MAT,IAT,SRT</p> <p>Clearly defined Link text</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 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) 	<p>Web: Supports</p>	<p>Web: WCAG 2.1</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to: 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) 	<p>Web: Supports</p>	<p>Web: WCAG 2.1</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) 		
<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 (Open Functionality Software) 11.2.5.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Web: Supports	Web: WCAG 2.1 complaint
<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) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Web: Supports	Web: WCAG 2.1 complaint
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Web: MAT, IAT, TBT, SRT Electronic Docs: MAT, IAT, TBT, SRT Software: MAT, IAT, TBT, SRT Closed: Authoring Tool: MAT, IAT, TBT, SRT Language is assigned to web pages
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Web: MAT, SRT Electronic Docs: MAT, SRT Software: MAT, SRT Closed: Authoring Tool: MAT, SRT Web page elements don't change when they receive focus
<p>3.2.2 On Input (Level A)</p>	Web: Supports	Web: MAT,SRT

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria <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) 	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Electronic Docs: MAT,SRT Software: MAT,SRT Closed: Authoring Tool: MAT,SRT Web page elements don't change when they receive input
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Web: MAT, IAT, TBT, SRT Electronic Docs: MAT, IAT, TBT, SRT Software: MAT, IAT, TBT, SRT Closed: Authoring Tool: MAT, IAT, TBT, SRT Error explanation is provided
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Web: IAT, TBT, SRT Electronic Docs: IAT, TBT, SRT Software: IAT, TBT, SRT Closed: Authoring Tool: IAT, TBT, SRT All input fields are labeled with clear message
<u>4.1.1 Parsing</u> (Level A) Also applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' EN 301 549 Criteria <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) 	Supports	Evaluation methods: TBT No code errors
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports	Web: TBT, IAT, SRT Electronic Docs: TBT, IAT, SRT Software: TBT, IAT, SRT

Criteria	Conformance Level	Remarks and Explanations
<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) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Software: Supports Authoring Tool: Supports	Authoring Tool: TBT, IAT, SRT HTML Specifications are used

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) 	N/A	Video and audio playback are currently not supported.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) 	N/A	Video and audio playback are currently not supported.
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <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) 	Web: Supports	Web: WCAG 2.1 Compliant

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) 		
<p><u>1.3.5 Identify Input Purpose</u> (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 (Open Functionality Software) 11.1.3.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Web: Supports	Web: WCAG 2.1 Compliant
<p><u>1.4.3 Contrast (Minimum)</u> (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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool: Supports	Web: IAT, TBT, CCT, SMT, MAT Electronic Docs: IAT, TBT, CCT, SMT, MAT Software: IAT, TBT, CCT, SMT, MAT Closed: Authoring Tool: IAT, TBT, CCT, SMT, MAT Good contrast between text and background
<p><u>1.4.4 Resize text</u> (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) 	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Closed: Not Applicable Authoring Tool: Partially Supports	Web: IAT, TBT, CCT, SMT, MAT Electronic Docs: IAT, TBT, CCT, SMT, MAT Software: IAT, TBT, CCT, SMT, MAT Closed: Authoring Tool: IAT, TBT, CCT, SMT, MAT Text can be resized using the browser settings
<p><u>1.4.5 Images of Text</u> (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) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: IAT, MAT, SRT Electronic Docs: IAT, MAT, SRT Software: IAT, MAT, SRT Authoring Tool: IAT, MAT, SRT Images are text are not used
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p>	Web: Supports	Web: WCAG 2.1 Compliant

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) 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) 	Web: Supports	Web: WCAG 2.1 Compliant
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) 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) 	Web: Supports	Web: WCAG 2.1 Compliant
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 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) 	Web: Supports	Web: WCAG 2.1 Compliant
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.5 (Web) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: MAT, Visual Inspection Electronic Docs: MAT, Visual Inspection Authoring Tool: MAT, Visual Inspection

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) 		Clear and consistent navigation menu structure
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool: Supports	Web: MAT, Visual Inspection Electronic Docs: MAT, Visual Inspection Software: MAT, Visual Inspection Closed: Authoring Tool: MAT, Visual Inspection Web page structure supports sections, subheadings with labels
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool: Supports	Web: MAT Electronic Docs: MAT Software: MAT Closed: Authoring Tool: MAT Keyboard focus is available on webpage elements
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 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) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: IAT, TBT, MAT Electronic Docs: IAT, TBT, MAT Software: IAT, TBT, MAT Authoring Tool: IAT, TBT, MAT Consistent language across webpages
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p>	Web: Supports	Web: MAT, Visual Inspection, SRT, SMT Electronic Docs: MAT, Visual Inspection, SRT, SMT

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 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) 	Electronic Docs: Supports Authoring Tool: Supports	Authoring Tool: MAT, Visual Inspection, SRT, SMT Clear and consistent navigation menu structure
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: SRT, SMT, MAT Electronic Docs: SRT, SMT, MAT Authoring Tool: SRT, SMT, MAT Clear and consistent buttons and texts
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool: Supports	Web: MAT, SRT, SMT Electronic Docs: MAT, SRT, SMT Software: MAT, SRT, SMT Closed: Authoring Tool: MAT, SRT, SMT Input validations on forms to proactively identify errors
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool: Supports	Web: MAT, SRT, SMT Electronic Docs: MAT, SRT, SMT Software: MAT, SRT, SMT Closed: Authoring Tool: MAT, SRT, SMT Input validations on forms to proactively identify errors

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	N/A	Does not support Status Messages

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.2.4 Interruptions (Level AAA)	Web: Not Supported	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply		
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Supported	Web:
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web:
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Supported	Web:
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Supported	Web:
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Supported	Web:
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Supported	Web:
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Supported	Web:

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Supports when combined with assistive technology
4.2.2 Usage with limited vision	Partially Supports	Supports when combined with assistive technology
4.2.3 Usage without perception of colour	Supports	Color alone is not used to convey information.
4.2.4 Usage without hearing	Supports	No auditory alerts are used.
4.2.5 Usage with limited hearing	Supports	No auditory alerts are used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Speech input is not required.
4.2.7 Usage with limited manipulation or strength	Supports	Supports when combined with assistive technology
4.2.8 Usage with limited reach	Supports	Supports when combined with assistive technology
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition, language or learning	Supports	Simple language is used for text content.
4.2.11 Privacy		

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	Supports	Through text-to-speech tool
5.1.3.2 Auditory output delivery including speech	Not Supported	
5.1.3.3 Auditory output correlation	Not Supported	
5.1.3.4 Speech output user control	Supports	
5.1.3.5 Speech output automatic interruption	Not Supported	
5.1.3.6 Speech output for non-text content	Not Supported	
5.1.3.7 Speech output for video information	Not Supported	
5.1.3.8 Masked entry	Supports	
5.1.3.9 Private access to personal data	Supports	
5.1.3.10 Non-interfering audio output	Supports	
5.1.3.11 Private listening volume	Supports	
5.1.3.12 Speaker volume	Supports	
5.1.3.13 Volume reset	Not Supported	
5.1.3.14 Spoken languages	Not Supported	
5.1.3.15 Non-visual error identification	Not Supported	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Supported	
5.1.4 Functionality closed to text enlargement	Not Supported	
5.1.5 Visual output for auditory information	Not Supported	
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	
5.1.7 Access without speech	Supports	
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Supports	

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Supported	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Supported	
5.5.2 Operable parts discernibility	Not Supported	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Supported	
5.6.2 Visual status	Not Supported	
5.7 Key repeat	Not Supported	
5.8 Double-strike key acceptance	Not Supported	
5.9 Simultaneous user actions	Not Supported	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Supported	
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Supported	
6.2.1.2 Concurrent voice and text	Not Supported	
6.2.2.1 Visually distinguishable display	Not Supported	
6.2.2.2 Programmatically determinable send and receive direction	Not Supported	
6.2.2.3 Speaker identification	Not Supported	
6.2.2.4 Visual indicator of Audio with RTT	Not Supported	
6.2.3 Interoperability	Not Supported	
6.2.4 RTT responsiveness	Not Supported	
6.3 Caller ID	Not Supported	
6.4 Alternatives to voice-based services	Not Supported	
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	Not Supported	
6.5.3 Frame rate	Not Supported	
6.5.4 Synchronization between audio and video	Not Supported	

Criteria	Conformance Level	Remarks and Explanations
6.5.5 Visual indicator of audio with video	Not Supported	
6.5.6 Speaker identification with video (sign language) communication	Not Supported	
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	
7.1.2 Captioning synchronization	Supports	
7.1.3 Preservation of captioning	Supports	
7.1.4 Captions characteristics	Supports	
7.1.5 Spoken subtitles	Not Supported	
7.2.1 Audio description playback	Not Supported	
7.2.2 Audio description synchronization	Not Supported	
7.2.3 Preservation of audio description	Not Supported	
7.3 User controls for captions and audio description	Partially Supported	

Chapter [8: Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

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

Notes:

Chapter [10: Non-web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Supported	
10.6 Audio description timing	Not Supported	

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Supported	
11.5.2.5 Object information	Not Supported	
11.5.2.6 Row, column, and headers	Not Supported	
11.5.2.7 Values	Not Supported	
11.5.2.8 Label relationships	Not Supported	
11.5.2.9 Parent-child relationships	Not Supported	
11.5.2.10 Text	Not Supported	
11.5.2.11 List of available actions	Not Supported	
11.5.2.12 Execution of available actions	Not Supported	
11.5.2.13 Tracking of focus and selection attributes	Not Supported	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.14 Modification of focus and selection attributes	Not Supported	
11.5.2.15 Change notification	Not Supported	
11.5.2.16 Modifications of states and properties	Not Supported	
11.5.2.17 Modifications of values and text	Not Supported	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Supported	
11.6.2 No disruption of accessibility features	Not Supported	
11.7 User preferences	Not Supported	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Supported	
11.8.4 Repair assistance	Not Supported	
11.8.5 Templates	Not Supported	

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	Not Supported	
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	Not Supported	
12.2.3 Effective communication	Not Supported	
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:

Conformance Level	Remarks and Explanations	
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Supported	
13.1.3 Sign relay services	Not Supported	
13.1.4 Lip-reading relay services	Not Supported	
13.1.5 Captioned telephony services	Not Supported	
13.1.6 Speech to speech relay services	Not Supported	
13.2 Access to relay services	Not Supported	
13.3 Access to emergency services	Not Supported	

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