

# D2L Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5 INTL – Covers WCAG 2.2, Section 508 and EN 301 549)

Name of Product/Version	Achievement+
Report Date	March 31, 2026
Product Description	Achievement+ is a Brightspace add-on that constitutes outcome management and achievement reporting package to simplify tracking, reporting, and analyzing learner achievement across courses and programs.
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### Notes

- This version of D2L’s Accessibility Conformance Report (ACR) for Achievement+ reports
  - conformance with [WCAG 2.2](#) at Levels A, AA and AAA
  - compliance with [Section 508](#) of the Rehabilitation Act, 1973 revised in 2017
  - compliance with [EN 301 549](#) V3.2.1 (2021-03) – the Harmonised European Standard
  
- Compliance with the following regulations is also reflected in this report.
  - [ADA Title II new accessibility rule](#)
  - [European Accessibility Act](#)

## Introduction

We report publicly on how the accessibility level of our products align with the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.2 Level AAA standards, while regulatory requirements require up to WCAG 2.1 Level AA. Our accessibility efforts are not driven by compliance requirements but by our commitment to empower and engage individuals in their learning goals. We work towards providing an equitable user experience to users with disabilities by including accessibility considerations at every stage of development. We work closely with our customers to develop comprehensive solutions that are flexible to the individual needs of users in different roles such as teaching, learning and administration. We offer products that make it easy for users to navigate, understand, and respond to learning materials and activities using the assistive technologies that support their needs.

Accessibility best practices are built into our design and development processes. As part of quality assurance, our products are checked for compliance with the most up-to-date accessibility standards based on the Web Content Accessibility Guidelines (WCAG) 2.2 Levels A and AA. Instances of non-conformance are transparently reported as exceptions. We post updated versions of D2L’s Accessibility Conformance Reports on D2L’s Accessibility Standards page periodically.

## Evaluation Methods Used

D2L's designers build and maintain design patterns and component specifications with accessibility and consistency in mind. Our publicly shared web components built in-house have accessibility coded into them. Our engineers use these web components as building blocks during product development. Accessibility tests are integrated into the unit testing and integration testing protocols of engineers. For this, they are trained and equipped with state-of-the-art automated accessibility testing tools. Success criteria not covered by the automated tests are covered by the manual testing protocols of our quality assurance testers, which include testing with assistive technologies. From the initial stages of product building to release and further maintenance our user experience design and engineering teams consult with our Senior Accessibility Strategist, who is a native screen reader user.

We also partner with a third-party accessibility testing company who provides us access to their community of people with disabilities using a variety of assistive technologies such as diverse screen readers, screen magnifiers, speech input, and switch access devices. Our teams recruit assistive technology users via their cloud-based platform for our accessibility research, design consultation and user testing.

Key test methods used are listed below, with acronym legends. These acronyms are referenced in the Remarks and Explanations column to indicate the tests used for each of the WCAG 2.2 success criteria and the functional criteria of Section 508 and EN 301 549 standards. These acronyms are repeated in the page footer for easy reference.

**TBT** – Tool-Based Testing using automated accessibility testing tools

**CCT** – Color Contrast Testing

**SRT** – Screen Reader Testing

**SMT** – Screen Magnifier Testing

**MAT** – Manual Accessibility Testing: Keyboard testing with visual focus; Videos; Inspection

**UBT** – User-Based Testing: Testing with Users with Disabilities (in-house and through partnership with a third-party company)

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A - Yes Level AA - Yes Level AAA - Yes
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	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.

## WCAG 2.2 Report

Tables 1, 2 and 3 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

### Legend:

CAO - Course Achievement Overview

OAD - Outcomes Achievement Dashboard

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p><b>Test methods: SMT; SRT; UBT; MAT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• Images and icons are provided with text alternative to inform users with visual impairments, in audio or braille, of the intent and purpose of such non-text elements through their screen readers or similar assistive technologies.</li> <li>• Screen reader users can view the source code editor to get information about text styles applied in the Brightspace Editor.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Achievement+ (CAO, OAD) currently does not have any audio/videos files as part of this package.</li> </ul>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Achievement+ (CAO, OAD) currently does not have any audio/videos files as part of this package.</li> </ul>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Achievement+ (CAO, OAD) currently does not have any audio/videos files as part of this package.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• The content on our LMS is created to be understood by assistive technologies and to be presented in different ways.</li> <li>• Assistive technologies can programmatically determine the information, structure and relationships conveyed through presentation</li> </ul> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>• Some custom D2L web components do not have the correct ARIA roles/attributes</li> </ul>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> </ul>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• The content on our LMS is created to be understood by assistive technologies and to be presented in different ways.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Headings and ARIA landmarks are used to help convey relationships between content.</li> <li>Pages are linear and read clearly without style sheet</li> </ul>
<p><b><a href="#">1.3.3 Sensory Characteristics</a></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test methods: TBT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Any concepts suggested through shape, size, visual location, orientation, or sound is also communicated using text.</li> <li>Textual equivalents may be visible or hidden (alt text, titles, ARIA alerts, etc.).</li> </ul>
<p><b><a href="#">1.4.1 Use of Color</a></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Supports	<p><b>Test methods: TBT; CCT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Information conveyed through font styling or color is also communicated through language</li> <li>When color is used for warning and confirmation messages, the associated text communicates meaning clearly on its own.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Tool menus and tabs use highlighting to indicate current location. This information is also communicated by headings and selected states.</li> <li>Users control their own content.</li> </ul>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	<ul style="list-style-type: none"> <li>Achievement+ (CAO, OAD) currently does not use audio alerts.</li> </ul>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Supports	<p><b>Test methods: SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Some menu lists require navigation using the tab key rather than the arrow keys – the more commonly expected keyboard behavior.</li> <li>Users control their own content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>No keyboard traps.</li> </ul>
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><b>Test methods: MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Single character shortcut keys are not used, and shortcut keys are active only on focus.</li> <li>Users activating controls using speech input are able to speak single input characters without accidentally activating some control.</li> </ul>
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>Institutions set time-out limits for inactive users. The system warns users before their session expires.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>• This is not applicable to ACHIEVEMENT+ (CAO, OAD)</li> </ul>
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> </ul>	Supports	<p><b>Test methods: MAT</b></p> <p>Yes, we adhere to this criterion</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	<p><b>Test methods: MAT: Keyboard; SRT; TBT: Landmarks bookmarklet; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>‘Skip to main content’ links, headings and ARIA landmarks help users avoid repetitive and non-essential content.</li> <li>The expanded/collapsed state of secondary form content is clearly indicated, and the fields are accessible.</li> <li>Users control their own content.</li> </ul>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Each page has a title, heading 1 and ARIA main landmark.</li> <li>Users control their own content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>2.4.3 Focus Order</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<b>Test methods: TBT; SRT; MAT; UBT</b> <b>Features</b> <ul style="list-style-type: none"> <li>Each page has a logical tab order and visible tab stops.</li> <li>Users control their own content.</li> </ul>
<b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Supports	<b>Test methods: TBT; SRT; MAT; UBT</b> <b>Features</b> <ul style="list-style-type: none"> <li>Links are unique and contextual, usually in the format [action] [applicable item].</li> <li>Users control their own content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Single-point actions can be used to operate any functionality that can be operated with a pointer.</li> <li>Path-based or multi-point gestures are not required to operate any functionality, except for gestures that are standard to the operating system.</li> </ul>
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p>
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> </ul>	Supports	<p><b>Test methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Programmatic labels provided to user interface components include all or part of the text that is presented as visual label (or the meaning represented by the icon) at the start to work well with voice input tools.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	<p><b>Test Methods: TBT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>No function of Achievement+ relies on motion for actuation.</li> </ul>
<p><b>3.1.1 Language of Page</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test Methods: TBT; SRT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Language of content is notified at start of page and when changed within page.</li> <li>Users control their own content.</li> </ul>
<p><b>3.2.1 On Focus</b> (Level A)</p> Also applies to:	Supports	<b>Test Methods: MAT; SRT</b>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p><b>Features</b></p> <ul style="list-style-type: none"> <li>We have visible on-focus states that use a combination of color and border effect to highlight the focused elements. These are built into our controls and defined into our design patterns</li> </ul>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test Methods: MAT; SRT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Changing the setting of any UI component does not cause an unexpected change in the context automatically.</li> </ul>
<p><a href="#">3.2.6 Consistent Help</a> (Level A WCAG 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	<p><b>Test Methods: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Tool level help, when it's available, is consistently offered in the top-right corner of Brightspace pages</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Other help links can be added to the navigation bar by permitted users, and the location is up to the user.</li> </ul>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The only input field in Achievement+ is a filter, and it does not require error handling.
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p><b>TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p> <p>Instructions are provided for the CAO table.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>For the OAD dashboard Highcharts may not have proper instructions.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.7 Redundant Entry</a> (Level A WCAG 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	<p><b>Test Methods: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>System does not require re-entry of redundant information.</li> </ul>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p><b>Test Methods: TBT; SRT</b></p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Some custom D2L web components do not have the correct ARIA roles/attributes for accessibility users.</li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>Achievement+ (CAO, OAD) currently does not have any audio/videos files as part of this package.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Acheivement+ (CAO, OAD) currently does not have any audio/videos files as part of this package.</li> </ul>
<p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p><b>Test Methods: MAT Features</b></p> <ul style="list-style-type: none"> <li>When a page or app is opened on a mobile device, it is presented in the device’s current display orientation.</li> <li>When the device is rotated, the content adjusts to the new display orientation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test Methods: TBT; CCT; SMT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• Foreground to background contrast adheres to standards.</li> <li>• Users control their own content</li> </ul>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> </ul>	Supports	<p><b>Test Methods: TBT; SRT; MAT; UBT</b></p> <p><b>Features</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>User account settings are available for adjusting font face and size.</li> <li>Icons and text resize with scaling/zooming options of browser (and other technology) up to 200%.</li> <li>All product functionalities perform well at this zoom level.</li> <li>Users control their own content.</li> </ul>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test Methods: MAT; SRT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Images of text are not used.</li> </ul>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> </ul>	Supports	<p><b>Test methods: TBT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Brightspace and the Daylight Design System it is built upon are designed with responsive design and reflow in mind.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>We have a best-in-class responsive solution for Brightspace web and award-winning mobile apps.</li> <li>Pages mostly reflow when the viewport is set to smaller phone sizes.</li> </ul>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	<p><b>Test Methods: TBT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Active user interface components have a contrast ratio of 3:1 with the background.</li> <li>Users control their own content</li> </ul>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	<p><b>Test Methods: TBT; MAT; UBT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Acheivement+ and the Daylight Design System it is built upon are designed with responsive design and reflow in mind to accommodate changes in content size due to text spacing changes made by the user. • When text spacing is adjusted, content does not get cut off or overlap on most pages.</li> </ul>
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	<p><b>Test Methods: TBT; MAT; UBT</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<p><b>Features</b></p> <ul style="list-style-type: none"> <li>• Custom tooltips that appear on hover or focus are visible until dismissed and can be dismissed without moving pointer hover or keyboard focus.</li> </ul>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Not Applicable</p>	
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> </ul>	<p>Supports</p>	<p><b>Test Methods: MAT: Inspection; UBT; TBT, SRT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• Pages have descriptive headings and labels. Labels are unique and contextual.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p><b>Test Methods: MAT:</b> Keyboard + visual focus</p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Each page has a logical tab order and visible tab stops.</li> <li>Links and fields have extra highlighting, beyond browser defaults.</li> </ul>
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	<p><b>Test Methods:</b> Inspection</p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Focus indicators are not obscured.</li> </ul>
<p><b>2.5.7 Dragging Movements</b> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Not applicable	
<p><b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> </ul>	Supports	<p><b>Test Methods:</b> Inspection</p> <p><b>Features</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Revised Section 508 – Does not apply</li> </ul>		<ul style="list-style-type: none"> <li>All targets meet the minimum size requirements.</li> </ul>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<b>Test Methods: TBT</b>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>	Supports	<b>Test Methods: MAT: Inspection; SRT ; SMT</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<p><b>Test Methods: SRT; SMT</b></p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>No error handling is used in Achievement+</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>No legal commitments or financial transactions for the user on the platform.</li> </ul>
<p><b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>Achievement+ does not use biometric technologies for authentication.</li> </ul>
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	

**Table 3: Success Criteria, Level AAA**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)                      EN 301 549 Criteria – Does not apply                      Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Time-based media are not a part of Achievement+</li> </ul>
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)                      EN 301 549 Criteria – Does not apply                      Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Time-based media are not a part of Achievement+</li> </ul>
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)                      EN 301 549 Criteria – Does not apply                      Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Time-based media are not a part of Achievement+</li> </ul>
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)                      EN 301 549 Criteria– Does not apply                      Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Time-based media are not a part of Achievement+</li> </ul>
<p><a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)                      EN 301 549 Criteria– Does not apply                      Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p><b>Testing Methods: Test Methods: MAT: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>All icons are labeled so that users can perceive the functionality of each icon.</li> </ul>
<p><a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)                      EN 301 549 Criteria – Does not apply                      Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p><b>Test Methods: CCT</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Our standard text elements in the Brightspace Daylight design system have a contrast greater than 7:1 on a white background.</li> <li>Users control their own content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>Achievement+ does not use any audio background</li> </ul>
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p><b>Test Methods: MAT: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Brightspace is compatible with most popular browser extensions to allow users to set their choice of foreground/background colors and text spacing.</li> <li>Icons and text resize with the scaling/zooming options of browser (and other technology up to 200%.)</li> <li>The default font size for all clients has been standardized to our "Medium" font setting. As part of personalized account settings, users can choose another default relative font size.</li> <li>Most pages have relative column widths.</li> <li>System text does not use full justification.</li> <li>System font sizes are adjustable.</li> <li>Users control their own content</li> </ul>
<p><a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p><b>Test Methods: MAT: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>Images of text are not used.</li> <li>Users control their own content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	All controls are reachable using the keyboard. Alternative ways are provided to accomplish tasks in situations where a tool is not optimal for one modality.
<p><a href="#">2.2.3 No Timing</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.2.4 Interruptions</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• No flashing content in the system</li> <li>• Users control their own content</li> </ul>
<p><a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• Achievement+ does not use animations</li> </ul>
<p><a href="#">2.4.8 Location</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT: Inspection</b></p> <p><b>Features</b></p> <ul style="list-style-type: none"> <li>• Breadcrumb trails or ‘Back to’ buttons are used to inform users of their current location.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT:</b> Inspection <b>Features</b></p> <ul style="list-style-type: none"> <li>All links have associated text that is unique and contextual, usually in the format [action] [applicable item].</li> </ul>
<p><a href="#">2.4.10 Section Headings</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT:</b> Inspection <b>Features</b></p> <ul style="list-style-type: none"> <li>Content and sections in a page are organized by a hierarchy of headings to enable screen reader users to meaningfully navigate and understand the content.</li> <li>Titles, headings, ARIA landmarks and labels are used to organize system content.</li> <li>Users control their own content.</li> </ul>
<p><a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT:</b> Inspection <b>Features</b></p> <ul style="list-style-type: none"> <li>No part of any focus indicator is obscured.</li> </ul>
<p><a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT:</b> Inspection <b>Features</b></p> <ul style="list-style-type: none"> <li>Focus indicator is at least equal to 2 CSS pixel thick perimeter.</li> </ul>
<p><a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Partially supports	<p><b>Test Methods: MAT:</b> Inspection; <b>UBT</b> <b>Exception</b></p> <ul style="list-style-type: none"> <li>While not all our targets are 44x44 CSS pixels in size, we have ensured through user testing that targets in key workflows are accessible to users with fine motor challenges.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT: Inspection</b>  <b>Features</b></p> <ul style="list-style-type: none"> <li>On account of meticulous alignment with the WCAG accessibility standards, our system interoperates well with standards-conforming assistive technologies. Further, our pages are designed to be responsive, meaning they adjust to the view port size of different devices used to access Brightspace. Hence users can switch between interaction technologies and use content across devices seamlessly.</li> </ul>
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Supports	<p><b>Test Methods: MAT: Inspection</b>  <b>Features</b></p> <ul style="list-style-type: none"> <li>Abbreviations are avoided where possible and explained through inline help.</li> <li>Our system allows institutions to build their own Glossary</li> </ul>
<p><a href="#">3.1.5 Reading Level</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">3.1.6 Pronunciation</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">3.2.5 Change on Request</a> (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">3.3.5 Help</a> (Level AAA)            EN 301 549 Criteria – Does not apply</p>	Supports	<p><b>Test Methods: MAT: Inspection</b>  <b>Features</b></p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>• Tooltips and descriptions are provided as needed for submitting information.</li> <li>• Inline help is provided as needed</li> </ul>
<b>3.3.6 Error Prevention (All)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	<ul style="list-style-type: none"> <li>• Error prevention is implemented as meaningful in the context of Brightspace Core</li> </ul>
<b>3.3.9 Accessible Authentication (Enhanced)</b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	<ul style="list-style-type: none"> <li>• Achievement+ not use biometric technologies for authentication</li> </ul>

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>All interfaces are designed according to HTML5 standards.</li> <li>Images and icons are assigned contextual and meaningful text alternatives that can be announced by a screen reader.</li> <li>Images of text are not used in place of text.</li> </ul> Controls such as buttons are labeled to indicate their function.
302.2 With Limited Vision	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>In Brightspace Core, all product functionalities perform well at 200% zoom level.</li> </ul> All pages are designed to wrap well when zoomed to 200%.
302.3 Without Perception of Color	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>Colour alone is not used to convey information.</li> </ul>
302.4 Without Hearing	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>No auditory alerts are used.</li> </ul>
302.5 With Limited Hearing	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>No auditory alerts are used.</li> </ul>
302.6 Without Speech	Supports	<b>Not applicable</b> <ul style="list-style-type: none"> <li>Speech input is not required.</li> </ul>
302.7 With Limited Manipulation	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>Alternative navigation methods are supported</li> </ul>
302.8 With Limited Reach and Strength	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>Large target sizes, adequate timeout times, and error-tolerant routines help reduce unintended or incomplete interactions.</li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<b>Features</b>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Simple language is used for text content.</li> <li>• Visual illustrations are used along with text.</li> <li>• Interface navigation is made simple through use of hierarchical headings..</li> </ul>

## Chapter 4: [Hardware](#)

Notes: This section is not applicable. Platform does not include hardware.

## Chapter 5: [Software](#)

Notes: This section is not applicable. Platform is a web app.

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	<ul style="list-style-type: none"> <li>• D2L provides extensive documentation about Achievement+ and how to use it on the documentation website (which is accessible. (<a href="https://community.d2l.com/brightspace/kb/articles/26158-about-d2l-achievement">https://community.d2l.com/brightspace/kb/articles/26158-about-d2l-achievement</a>), which is accessible.</li> </ul>
602.3 Electronic Support Documentation	Supports	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<ul style="list-style-type: none"> <li>• Support documentation is provided electronically.</li> </ul>
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		<ul style="list-style-type: none"> <li>• A statement of the accessibility of D2L and its products is made</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>prominently at <a href="https://www.d2l.com/accessibility/">https://www.d2l.com/accessibility/</a>. All information about accessibility support of D2L and its products, which includes information on the accessibility and compatibility features that are built-in and accessibility features that provide compatibility with assistive technology supporting our products, are available on D2L’s public website <a href="https://documentation.brightspace.com">https://documentation.brightspace.com</a>.</p>
603.3 Accommodation of Communication Needs		<ul style="list-style-type: none"> <li>• Accessible support services are provided via phone, email and through accessible documentation, as required.</li> <li>• We support end user TTY Relay service. The direct number is +15195794350 and the toll-free number is 1-800-982-4315.</li> <li>• In compliance with the Accessibility for Ontarians with Disabilities Act (AODA) 2005, D2L provides all employees with detailed training on accessible customer service, which includes specific information for each role such as client support and a line of escalation within D2L who can further support these personnel in responding to accessibility queries.</li> </ul>

## EN 301 549 Report

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>All interfaces are designed according to HTML5 standards.</li> <li>Images and icons are assigned contextual and meaningful text alternatives that can be announced by a screen reader.</li> <li>Images of text are not used in place of text.</li> <li>Controls such as buttons are labeled to indicate their function.</li> </ul>
4.2.2 Usage with limited vision	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>In Brightspace Core, all product functionalities perform well at 200% zoom level.</li> <li>All pages are designed to wrap well when zoomed to 200%.</li> </ul>
4.2.3 Usage without perception of colour	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>Colour alone is not used to convey information.</li> </ul>
4.2.4 Usage without hearing	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>No auditory alerts used.</li> </ul>
4.2.5 Usage with limited hearing	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>No auditory alerts used.</li> </ul>
4.2.6 Usage with no or limited vocal capability	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>The platform does not require any vocal alerts.</li> </ul>
4.2.7 Usage with limited manipulation or strength	Supports	Supports when combined with Compatible Assistive Technology <b>Features</b> <ul style="list-style-type: none"> <li>Alternative navigation methods are supported</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Large target sizes, adequate timeout times, and error-tolerant routines help reduce unintended or incomplete interactions.</li> </ul>
4.2.8 Usage with limited reach	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>Large target sizes, adequate timeout times, and error-tolerant routines help reduce unintended or incomplete interactions.</li> </ul>
4.2.9 Minimize photosensitive seizure triggers	Supports	<ul style="list-style-type: none"> <li>No flashing content in the system.</li> </ul>
4.2.10 Usage with limited cognition, language or learning	Supports	<b>Features</b> <ul style="list-style-type: none"> <li>Simple language is used for text content.</li> <li>Visual illustrations are used along with text.</li> <li>Interface navigation is made simple through use of hierarchical headings.</li> <li>Third party tools are integrated to provide the option of using spoken version of text content.</li> </ul>
4.2.11 Privacy	Supports	<ul style="list-style-type: none"> <li>Our platform does not use biometric technologies for authentication.</li> <li>In the use of platform features, we maintain the privacy of users of assistive technologies at the same level as other users.</li> <li>Examples:                             <ul style="list-style-type: none"> <li>Spoken version is not provided for characters being masked.</li> <li>Users have control of their personal data.</li> </ul> </li> </ul>

## Chapter 5: [Generic Requirements](#)

Notes: This section is not applicable because it is about Closed Functionality. No functionality in Achievement+ is closed such as to preclude users from adding peripherals or software to access it.

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

Notes: This section is not applicable. Achievement+ does not involve two-way voice communication

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

Notes: This section is not applicable. . Achievement+ is not a video communication tool.

## Chapter [8: Hardware](#)

Notes: This section is not applicable. Achievement+ does not include hardware.

## Chapter [9: Web](#) (see [WCAG 2.2 section](#))

Notes: This section is covered in the WCAG report in Tables 1, 2 and 3.

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

Notes: This section is not applicable. Achievement + is fully web-based.

## Chapter [11: Software](#)

Notes: This section is not applicable.

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

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	<ul style="list-style-type: none"> <li>D2L provides extensive <a href="#">documentation about accessibility features</a> and how to use them on the documentation website (<a href="https://community.d2l.com/brightspace/kb/articles/26158-about-d2l-achievement">https://community.d2l.com/brightspace/kb/articles/26158-about-d2l-achievement</a>), which is accessible.</li> </ul>
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	<ul style="list-style-type: none"> <li>A statement of D2L’s accessibility is made prominently at <a href="https://www.d2l.com/accessibility/">https://www.d2l.com/accessibility/</a>. All information about</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		D2L’s accessibility support, which includes information on the accessibility and compatibility features that are built-in and accessibility features that provide compatibility with assistive technology supporting our products, is available on D2L’s public website <a href="https://documentation.brightspace.com">https://documentation.brightspace.com</a> .
12.2.3 Effective communication	Supports	<ul style="list-style-type: none"> <li>• Accessible support services are provided via phone, email and through accessible documentation, as required. We support end user TTY Relay service. The direct number is +15195794350 and the tollfree number is 1-800-982-4315.</li> <li>• In compliance with the Accessibility for Ontarians with Disabilities Act (AODA) 2005, D2L provides all employees with detailed training on accessible customer service, which includes specific information for each role such as client support and a line of escalation within D2L who can further support these personnel in responding to accessibility queries.</li> </ul>
12.2.4 Accessible documentation	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section

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

Notes: This section is not applicable.

## About D2L

D2L provides an award-winning cloud-based learning platform and related products that are currently being used by more than 1300 customers in over 40 countries across K-12, higher education, healthcare, government, associations, and the corporate sector. In over 25 years since inception, our team has grown to include over 1000 employees around the world. D2L operates globally, including presences in Canada, the United States, Europe, United Kingdom, Australia, Singapore, and Brazil.

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