

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	Course Merchant V4 Continuous Delivery (Flow Template)
Report Date	July 15th, 2026
Product Description	eCommerce and Shopping Cart System
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Notes

- This version of D2L’s Accessibility Conformance Report (ACR) for D2L Course Merchant V4 Continuous Delivery (Flow Template) reports
 - conformance with [WCAG 2.2](#) at Levels A, AA and AAA.
 - compliance with [Section 508](#) of the Rehabilitation Act, 1973 revised in 2017, and
 - 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.

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; Speech input; 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
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - Yes
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements 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.

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](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Test methods: TBT; SRT; UBT Features • 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. • Controls and input fields have descriptive, contextual labels or title attributes. • Infographics and other large image files are included inside an HTML file with appropriate alternative description. • Screen reader users can view the source code editor to get information about text styles applied in Course Merchant.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web)		Test Methods: MAT Features • Time-based media are not a part of Course Merchant

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	No other relevant audio/video only media files.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT Features - Time-based media are not a part of Course Merchant - No other relevant media files.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Not applicable	- Time-based media are not a part of Course Merchant - No other relevant media files.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test methods: TBT; SRT; MAT; UBT Features - Assistive technologies can programmatically determine the information, structure and relationships conveyed through presentation. - Headings and ARIA landmarks are used to help convey presentation. - Links and images are unique and contextual making it easy for users to navigate options. - Tables mostly use row and column headers. Table headers use scope attribute where appropriate. - ARIA expanded/collapsed markup is not used to indicate menu states. This state is communicated through link names instead. - Image maps are not used. Exceptions - Search result structure requires more obvious formatting for screen readers, including the number of results & better spacing. - Order numbers should be included on the 'Manage License' page for ease of use.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: SRT; UBT Features - Headings and ARIA landmarks are used to help convey relationships between content. - Pages are linear and read clearly without style sheets.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT; UBT Features - Any concepts suggested through shape, size, visual location, orientation, or sound is also communicated using text. - Textual equivalents may be visible or hidden (alt text, titles, ARIA alerts, etc.).
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web)	Supports	Test Methods: TBT; CCT: Grayscale bookmarklet Features

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- Information conveyed through font styling or color is also communicated using text. - Electronic forms use standard HTML mark-up and item labeling. - Invisible spans are added to provide “selected” text to areas. - When color is used for warning and confirmation messages, the associated text communicates meaning clearly on its own. - Tool menus and tabs use highlighting to indicate current location. This information is also communicated by headings and selected states.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Course Merchant does not use audio controls/alerts.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software)	Partially Supports	Test Methods: MAT: Keyboard + visual focus; SRT; UBT Features Forms are accessible by keyboard and assistive technologies. Some forms use a combination of fields, buttons, inline help, and links.

Criteria	Conformance Level	Remarks and Explanations
11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- Some menu lists require navigation using the tab key rather than the arrow keys – the more commonly expected keyboard behavior. Exceptions - Some interactive elements unresponsive to keyboard/no feedback provided
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT: Keyboard; SRT; UBT Features No keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria 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)	Supports	Test Methods: MAT; UBT Features - Single character shortcut keys are not used, and shortcut keys are active only on focus. - Users activating controls using speech input are able to speak single input characters without accidentally activating some control.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	Course Merchant does not contain any timing controls.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	Course Merchant does not use any spinners or timing indicators.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Test Methods: MAT

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Yes. We adhere to this criterion.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Test Methods: MAT: Keyboard; SRT; TBT: Landmarks bookmarklet; UBT Features ‘Skip to main content’ links, headings and ARIA landmarks help users avoid repetitive and non-essential content. - The expanded/collapsed state of secondary form content is clearly indicated, and the fields are accessible.
2.4.2 Page Titled (Level A) Also applies to:	Supports	Test Methods: MAT; TBT: Landmarks bookmarklet Features

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Each page has a title, heading 1 and ARIA main landmark.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT: Keyboard & visual focus; SRT; UBT Features Each page has a logical tab order and visible tab stops.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document)	Supports	Test Methods: MAT; SRT Features Links are unique and contextual, usually in the format [action] [applicable item].

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Supports	Test Methods: TBT; MAT; UBT Features - Single-point actions can be used to operate any functionality that can be operated with a pointer. - Path-based or multi-point gestures are not required to operate any functionality, except for gestures that are standard to the operating system.
2.5.2 Pointer Cancellation (Level A 2.1) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	No drag & drop functionality in Course Merchant

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Test Methods: TBT; MAT; SRT; UBT Features - 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. Exception - Some links unresponsive to voice commands.
2.5.4 Motion Actuation (Level A 2.1) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Supports	Test Methods: TBT; MAT; UBT Features No function of our mobile apps relies on motion for actuation.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 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)	Supports	Test Methods: TBT; SRT Features Language of content is notified at start of page and when changed within page.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT; SRT; UBT Features We have visible on-focus states that use a combination of colour and border effect to highlight the focused elements. These are built into our controls and defined into our design patterns.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software)	Supports	Test Methods: MAT; SRT; UBT Features Changing the setting of any UI component does not cause an unexpected change in the context automatically.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.6 Consistent Help (Level A WCAG 2.2 only) - EN 301 549 Criteria – Does not apply - Revised Section 508 – Does not apply	Not Applicable	There are no consistent help links in Course Merchant by default.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test Methods: TBT; SRT Features - Error messages are communicated using a combination of ARIA alerts, ARIA landmarks, headings and links. - Where possible, error messages describe each error Exception - Links to the erroring fields missing in some places.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software)	Supports	Test Methods: TBT; SRT; UBT Features - Forms have clear headings, labels, field sets, and buttons. Inline help is provided as needed. - The expanded/collapsed state of secondary form content is clearly indicated, and the fields are accessible.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.7 Redundant Entry (Level A WCAG 2.2 only) - EN 301 549 Criteria – Does not apply - Revised Section 508 – Does not apply	Supports	Test Methods: MAT Inspection Features: System does not require re-entry of redundant information.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test Methods: TBT; SRT Features - Controls are developed and validated against HTML specifications and standards, including ARIA. Exception - Some elements require more explicit labelling (tabs/accordions).

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software)	Not applicable	Time-based media are not a part of Course Merchant

Criteria	Conformance Level	Remarks and Explanations
11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	No videos on Course Merchant
1.3.4 Orientation (Level AA 2.1) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Supports	Test Methods: TBT; MAT Features - When a page or app is opened on a mobile device, it is presented in the device's current display orientation. - When the device is rotated, the content adjusts to the new display orientation.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The purpose of each input field collecting information about the user can be programmatically determined
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test Methods: TBT; CCT; SMT; UBT Features - Foreground to background contrast adheres to standards Exception - License enrolment confirmation message does not meet the required contrast.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document)	Supports	Test Methods: TBT; SMT; UBT Features Icons and text resize with scaling/zooming options of browser (and other technology) up to 200%.

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		All product functionalities perform well at this zoom level.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Test Methods: MAT; SRT Features Images of text are not used.
1.4.10 Reflow (Level AA 2.1) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool)	Supports	Test Methods: TBT; MAT; UBT Features - Course Merchant is built with responsive design and reflow in mind based on our design system. - Pages mostly reflow when the viewport is set to smaller phone sizes.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Test Methods: TBT; MAT; UBT Features Active user interface components have a contrast ratio of 3:1 with the background.
1.4.12 Text Spacing (Level AA 2.1) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Test Methods: TBT; MAT; UBT Features - Course Merchant is built with responsive design and reflow in mind based on our design system 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.
1.4.13 Content on Hover or Focus (Level AA 2.1) Also applies to: EN 301 549 Criteria 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)	Supports	Test Methods: TBT; MAT; UBT Features No content changes are applied on hover or focus in Course Merchant

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Test Methods: MAT: Inspection; UBT Features - Headings, ARIA landmarks (such as navigation landmarks) and unique link and button names help users navigate pages quickly. - Pages have consistent navigation areas. - Many pages contain search fields with ARIA search landmarks. - The system works well with search and find features built into assistive technologies.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 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)	Partially Supports	Test Methods: MAT: Inspection; UBT Features - Pages have descriptive headings and labels. Labels are unique and contextual. Exception - Accordion needs specific labelling.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test Methods: MAT: Keyboard + visual focus Features - Each page has a logical tab order and visible tab stops. - Links and fields have extra highlighting, beyond browser defaults. Exception - Following page refresh, focus is not visible within the magnified viewport.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) - EN 301 549 Criteria – Does not apply - Revised Section 508 – Does not apply	Supports	Test Methods: Inspection Features: Focus indicators are not obscured.
2.5.7 Dragging Movements (Level AA 2.2 only) - EN 301 549 Criteria – Does not apply - Revised Section 508 – Does not apply	Not applicable	Course Merchant doesn't support drag-and-drop.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) - EN 301 549 Criteria – Does not apply - Revised Section 508 – Does not apply	Supports	Test Methods: Inspection Features: All targets meet the minimum size requirements.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria	Not applicable	Although this version of Course Merchant does support additional languages, these are not in scope for the purposes of this document as the template is only configured in English.

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Test Methods: TBT; MAT: Inspection; SRT; SMT Features Navigation models are consistent across tools and use headings and ARIA navigation landmarks to help orient users.
3.2.4 Consistent Identification (Level AA) Also applies to:	Supports	Test Methods: SRT; SMT Features

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		- The same icon is used for the same action across all tools. - Users may combine concepts they already understand to interpret new icons.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Test Methods: MAT: Inspection; SRT; SMT Features - Error messages are communicated using a combination of ARIA alerts, ARIA landmarks, headings and links. - Where possible, error messages describe each error Exception - Forms don't link to the erroneous field.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Course Merchant allows users to confirm, correct, or reverse terms & conditions of sale.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Course Merchant does not use biometric technologies for authentication.
<u>4.1.3 Status Messages</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Test Methods: TBT; MAT; UBT Features - Screen reader users get audio alerts. Exception - The number of courses returned by search results is updated on the screen but is not read by assistive technology.

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	Time-based media are not a part of Course Merchant
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	Time-based media are not a part of Course Merchant
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	Time-based media are not a part of Course Merchant
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not applicable	Time-based media are not a part of Course Merchant
1.3.6 Identify Purpose (Level AAA 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features - Icons are labeled so that users can perceive the functionality of each icon. - ARIA landmarks are used to mark different regions in a page. This information is available to screen readers for conveying to users who cannot see the screen.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: CCT Features Our standard text elements in the design system have a contrast greater than 7:1 on a white background.

Criteria	Conformance Level	Remarks and Explanations
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Course Merchant does not use any audio background.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features - Course Merchant is compatible with most popular browser extensions to allow users to set their choice of foreground/background colors and text spacing. - Icons and text resize with the scaling/zooming options of browser (and other technology up to 200%.) - Most pages have relative column widths. - System text does not use full justification. - System font sizes are adjustable.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Images of text are not used.
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	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.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Test Methods: MAT: Inspection Features The store follows the browser-controlled timeout period. Exception

Criteria	Conformance Level	Remarks and Explanations
		Cart and user sessions have a time out, but there is no warning on when a session will time out.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features No interruptions are used in Course Merchant
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Users are prompted to reauthenticate after a session expires. Upon logging back in, the user lands at the same spot and can or cannot access what was previously available depending on the context and type of data.
2.2.6 Timeouts (Level AAA 2.1) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Test Methods: MAT: Inspection Features - Unsaved data is mostly retrievable after session expiry but there could be exceptions depending on the system. - The store follows the browser-controlled timeout period. Exception - Cart and user sessions have a time out, but there is no warning on when a session will time out.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features No flashing content in the system.

Criteria	Conformance Level	Remarks and Explanations
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features - If a user sets ‘reduced motion’ accessibility setting at the operating system level, then the software respects it. - No non-essential animation is used. - Nonvisual cues such as ARIA alerts are also available.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Breadcrumb trails are used to inform users of their current location.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features All links have associated text that is unique and contextual, usually in the format [action] [applicable item].
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features - 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. - Titles, headings, ARIA landmarks and labels are used to organize system content.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features No part of any focus indicator is obscured.
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply	Supports	Test Methods: MAT: Inspection Features

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		Focus indicator is at least equal to 2 CSS pixel thick perimeter.
2.5.5 Target Size (Level AAA 2.1) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection; UBT Features Targets in key workflows are accessible to users with fine motor challenges.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features 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 Course Merchant. Hence users can switch between interaction technologies and use content across devices seamlessly.
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	Test Methods: MAT: Inspection Features No inline help is provided in Course Merchant
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Abbreviations are avoided where possible and explained through inline help.
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Language in the system is aimed at lower secondary education level,

Criteria	Conformance Level	Remarks and Explanations
		especially for participant focused tools.
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Users create their own content and related pronunciation symbols.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features No changes such as new content displaying in response to an action, or focus shifts, happen outside the control of the user.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Help links can be added to the navigation bar by request.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features - Error prevention is implemented as meaningful in the context of Course Merchant - Submissions are checked for input error, and errors and opportunities for correction are clearly communicated to the user.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Test Methods: MAT: Inspection Features Our platform does not use biometric technologies for authentication.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Supports when combined with Compatible Assistive Technology Features • All interfaces are designed according to HTML5 standards. • Images and icons are assigned contextual and meaningful text alternatives that can be announced by a screen reader. • Images of text are not used in place of text. • Controls such as buttons are labeled to indicate their function. • Form fields are labeled to perceive their intent. • Links are assigned meaningful texts that clearly indicate the link destination. • Controls are assigned appropriate labels that allow perception of their function. • ARIA attributes are used to make alert messages and states of dynamic elements such as radio buttons perceivable. • Standard interface elements are made evident through proper HTML mark up. Exceptions • Search result structure requires more obvious formatting for screen readers, including the number of results & better spacing.
302.2 With Limited Vision	Partially Supports	Supports when combined with Compatible Assistive Technology Features • All product functionalities perform well at 200% zoom level.

Criteria	Conformance Level	Remarks and Explanations
		- All pages are designed to wrap well when zoomed to 200%. - Icons and text resize with browser (and other technology) scaling/zooming options. - Most pages have relative column widths. - System text does not use full justification. - Colour contrast of foreground text with background is maintained according to standard specifications. - SVG images are used to prevent pixelation upon magnification. - License enrolment confirmation message does not meet the required contrast.
302.3 Without Perception of Color	Supports	Features Colour alone is not used to convey information.
302.4 Without Hearing	Supports	Features No auditory alerts are used.
302.5 With Limited Hearing	Supports	Features No auditory alerts are used.
302.6 Without Speech	Supports	Not applicable Speech input is not required.
302.7 With Limited Manipulation	Supports	Supports when combined with Compatible Assistive Technology Features - Users with limited manipulation primarily use alternatives to pointing devices such as onscreen keyboards, voice recognition software, visual trackers or adaptive keyboards. For these users, access through keyboard, visibility of current tab location, large target size and longer time limits are important accessibility criteria. - Users can make their click target size larger if needed by controlling icon sizes through browser zoom preferences.
302.8 With Limited Reach and Strength	Supports	Features Large target sizes, adequate timeout times, and error-tolerant

Criteria	Conformance Level	Remarks and Explanations
		routines help reduce unintended or incomplete interactions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Features - Simple language is used for text content. - Visual illustrations are used along with text.

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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	D2L provides extensive documentation about accessibility features and how to use them on the documentation website (https://documentation.brightspace.com/EN/-/-/-/welcome_page.htm), which is accessible.
602.3 Electronic Support Documentation	Supports	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	A statement of D2L's accessibility is made prominently at https://www.d2l.com/accessibility/.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Accessible support services are provided via phone, email and through accessible documentation, as required.

EN 301 549 Report

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 Compatible Assistive Technology. Features • All interfaces are designed according to HTML5 standards. • Images and icons are assigned contextual and meaningful text alternatives that can be announced by a screen reader. • Images of text are not used in place of text. • Controls such as buttons are labeled to indicate their function. • Form fields are labeled to perceive their intent. • Links are assigned meaningful texts that clearly indicate the link destination. • Controls are assigned appropriate labels that allow perception of their function. • ARIA attributes are used to make alert messages and states of dynamic elements such as radio buttons perceivable. • Standard interface elements are made evident through proper HTML mark up. Exception • The number of courses returned by search results is updated on the screen but is not read by assistive technology.
4.2.2 Usage with limited vision	Partially Supports	Supports when combined with Compatible Assistive Technology. Features

Criteria	Conformance Level	Remarks and Explanations
		- All product functionalities perform well at 200% zoom level. - All pages are designed to wrap well when zoomed to 200%. - Icons and text resize with browser (and other technology) scaling/zooming options. - Most pages have relative column widths. - System text does not use full justification. - Colour contrast of foreground text with background is maintained according to standard specifications. - SVG images are used to prevent pixelation upon magnification. Exception - License enrolment confirmation message does not meet the required contrast.
4.2.3 Usage without perception of colour	Supports	Features Colour alone is not used to convey information.
4.2.4 Usage without hearing	Supports	Features The platform does not use any auditory alerts.
4.2.5 Usage with limited hearing	Supports	Features The platform does not use any auditory alerts.
4.2.6 Usage with no or limited vocal capability	Supports	Features The platform does not require any vocal alerts.
4.2.7 Usage with limited manipulation or strength	Supports	Supports when combined with Compatible Assistive Technology. Features - Users with limited manipulation primarily use alternatives to pointing devices such as onscreen keyboards, voice recognition software, visual trackers or adaptive keyboards. For these users, access through keyboard, visibility of current tab location, large target size and longer time limits are important accessibility criteria. - Users can make their click target size larger if needed by controlling icon sizes through browser zoom preferences.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Supports	Features Large target sizes, adequate timeout times, and error-tolerant routines help reduce unintended or incomplete interactions.
4.2.9 Minimize photosensitive seizure triggers	Supports	No flashing content in the system.
4.2.10 Usage with limited cognition, language or learning	Supports	Features - Simple language is used for text content. - Visual illustrations are used along with text.
4.2.11 Privacy	Supports	- Our platform does not use biometric technologies for authentication. - In the use of platform features, we maintain the privacy of users of assistive technologies at the same level as other users. - Examples: - Spoken version is not provided for characters being masked. - Users have control of their personal data.

Chapter 5: [Generic Requirements](#)

Notes: This section is not applicable because it is about Closed Functionality. No functionality in Brightspace Core 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. Platform does not involve two-way voice communication.

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

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

Chapter 8: [Hardware](#)

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

Chapter 9: [Web](#) (see [WCAG 2.x 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. Platform is fully web-based.

Chapter 11: [Software](#)

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

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

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	D2L provides extensive documentation including accessibility features on the accessible D2L Brightspace Community website https://community.d2l.com/brightspace.
12.1.2 Accessible documentation	See WCAG 2.x section	
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	A statement of D2L's accessibility is made prominently at https://www.d2l.com/accessibility/. All information about 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

Criteria	Conformance Level	Remarks and Explanations
		public website https://community.d2l.com/brightspace .
12.2.3 Effective communication	Supports	Accessible support services are provided via phone, email and through accessible documentation, as required.
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

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

Notes: This section is not applicable. Platform does not include relay or emergency service.

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. All D2L marks are trademarks of D2L Corporation. Please visit [D2L.com/trademarks](https://d2l.com/trademarks) for a list of D2L marks. All other trademarks are property of their respective owners.

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