Learn360 Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: *Learn360*

Report Date: May 2025

Product Description: *Learn360* is a video and multimedia platform for the K–12 educational market. Teachers, students, and parents can access multimedia resources—including videos, images, audio, articles, activities, worksheets, interactives, Spanish-language content, and more—on any Internet-enabled device, anytime, anywhere.

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Notes: This VPAT version 2.5 (International Edition) report supersedes all previous VPAT versions published for *Learn360.*

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, axe DevTools, the IBM Equal Access Accessibility Checker, JAWS (Job Access With Speech) screen reader from Freedom Scientific, NVDA screen reader, Colour Contrast Analyser (CCA), an Apple iPad

for mobile, and manual keyboard testing. The browsers used were the latest Chrome and Firefox versions.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes: The initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player pages were also conducted. A representative sample of digital content available in Learn360 was also evaluated. Finally, a subset of videos within the library now contains audio descriptions. Infobase is committed to expanding audio description support going forward by prioritizing our most popular titles and customer requests to receive audio descriptions.

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)	Partially Supports	Most images and non-text content have appropriate alternative text, or labels, or descriptions, or figure captions assigned to them. Some current exceptions are: • Descriptive text in buttons is not always defined or is missing. • Some form controls may be missing associated labels. • Some non-text content, i.e., directional arrows used as navigational controls of the video slide carousels, do not have a programmatic name describing their purpose. • Some icons and logos may be missing alt-text attributes. • Linked images in the Maps and Flags pages have inadequate or missing alternative text. Test method: Manual visual evaluation and testing tools.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software)	Supports	Most videos include synchronized closed captioning and interactive text transcripts. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management

Criteria	Conformance Level	Remarks and Explanations
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)		constraints can be applied to exclude these videos from displaying in search results. Test method: Manual visual evaluation and testing tools.
1.2.2 Captions (Prerecorded) (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	Synchronized closed captioning and interactive transcripts are available for most video titles. Some exceptions exist. For example, a few foreign-language, archival, and historical video and audio media may not have separate captions or transcripts. Search filters or other collection management constraints can be applied to exclude these videos from the search results. Test method: Manual visual evaluation and testing tools.
1.2.3 Audio Description or Media Alternative (Prerecorded) (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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Partially Supports	Most videos on *Learn360* have closed captioning and interactive text transcripts. Audio descriptions are generally not included. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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	*Learn360* makes every effort to code semantic HTML. When standard HTML is insufficient, ARIA labels provide programmatic information on specific page elements. Still, at this time, not all information and structure have been programmatically determined. The following are exceptions where programmatic information may not be conveyed: - Form control input elements and lists may be marked up correctly but not keyboard accessible or programmatically determined. - Empty form labels and table heads on the My Content page and other site pages could make form control input boxes and table headings unclear to assistive technology users. Test method: Manual visual evaluation and testing tools.
1.3.2 Meaningful Sequence (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)	Supports	Content is presented in a way where, when necessary, the correct sequence can be programmatically determined. The meaningful sequence is done primarily through the HTML structure of the page. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (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	Instructions for understanding and operating content do not rely on sensory characteristics. Typically, plain text instructions and labels are provided. Test method: Manual visual evaluation and testing tools.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Color is not used as the only means of conveying information. For example, color may emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. Test method: Manual visual evaluation and testing tools.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document)	Supports	For the core video content, a user has complete media player control over the default settings and can adjust the start, stop, and volume via the keyboard. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
● 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)		● Since game content is unavailable to the keyboard, there is no keyboard method for turning off audio in games. Test method: Manual visual evaluation and testing tools.
2.1.1 Keyboard (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) ● 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)	Partially Supports	The keyboard supports fundamental functions, including navigation, search, and video playback. There are some exceptions where keyboard access exists but doesn't always work as intended: ● Arrow buttons do not appear when using the keyboard on the homepage slider carousels. A user can still navigate the sliders with the keyboard, but some keyboard ambiguity may remain. ● Drag icons in My Profile Account Settings do not work with the keyboard. ● Some form controls such as "dropdown" menus, dialog alerts popups in the page tools, and corresponding modals such as Standards (if available) and Segments on video pages do not always work as expected with the keyboard at this time, and especially when a screen-reader is activated. ● After clicking a link to a new section or changing a page, the focus doesn't always return to the top of the page as expected. ● While the Advanced Search radio inputs and dropdown filters are generally navigable with the keyboard, some navigation issues may occur

Criteria	Conformance Level	Remarks and Explanations
		when using the keyboard exclusively or while using the keyboard and a screen reader. ● As mentioned in the notes, some third-party interactive content in iFrames will not have keyboard access, and some will have limited keyboard access. Some third-party learning modules may have their own keyboard access controls but with no instruction on how to use the keyboard within their modules. One of these third-party content providers is Learnetic, and their eContent development platform, mAuthor. ● Please see Learnetic's webpage for working with keyboard navigation. Test method: Manual visual evaluation and testing tools.
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	Keyboard controls can be used to move focus throughout *Learn360* without being trapped on a component. Test method: Manual visual evaluation and testing tools.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Not Applicable	*The Learn360* website does not use or have character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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)	Supports	Content within *Learn360* does not have set time limits. Test method: Manual visual evaluation and testing tools.
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)	Partially Supports	*Learn360* has no moving, blinking, scrolling, or auto-updating content. Exceptions: ● Since game content is unavailable to the keyboard, there is no keyboard method for turning off audio in games. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) 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)	Supports	*Learn360* does not contain anything that flashes more than permitted. Test method: Manual visual evaluation and testing tools.
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	Skip to Main Content bypass link is available on all pages. Test method: Manual visual evaluation and testing tools.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web)	Supports	All web pages include titles that describe the topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
• 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)		Test method: Manual visual evaluation and testing tools.
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	Content that receives focus is logical and in an intuitive order that preserves meaning. Test method: Manual visual evaluation and testing tools.
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) • 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)	Partially Supports	Many links in *Learn360* correctly indicate their purpose programmatically and contextually to screen readers. However, some links do not programmatically reveal their particular actions, such as announcing a new dialog box opening or providing instructions for a menu list. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) 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	Not Applicable	*Learn360* does not have any multipoint or path-based gesture interaction elements.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 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	Supports	*Learn360* does not override the default behavior of controls. Therefore, for instance, all functionality used by a mouse can be canceled using the browser or operating system.
2.5.3 Label in Name (Level A 2.1 and 2.2) 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)	Partially Supports	Interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls, links, and buttons. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) 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	Not Applicable	*Learn360* has no functionality that can be operated by device or user motion. Test method: Manual visual evaluation and testing tools.
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) ● 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	The default language, English, is currently set programmatically throughout *Learn360*. Test method: Manual visual evaluation and testing tools.
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)	Supports	Components of *Learn360* do not initiate a change of context when receiving focus. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Adjusting the settings of user interface components does not generally cause a change of context. Test method: Manual visual evaluation and testing tools.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	*Learn360* provides a *Help* and a *Contact Us* link at the bottom of every page. Additionally, there is a *Resource Center* badge overlay and a *Feedback* button on every page where a user can submit a technical support ticket, access the support center pages, or provide a comment as a feedback report. Testing method: Manual visual checks
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web)	Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text.

Criteria	Conformance Level	Remarks and Explanations
• 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)		Test method: Manual visual evaluation and testing tools.
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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions and labels are provided when user inputs are required. Test method: Manual visual evaluation and testing tools.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	*Learn360* does not have input forms for users to re-enter information or data previously provided or available elsewhere.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
• 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	*Learn360* uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. Exceptions: • The slick-slider carousel mechanisms on the homepage and elsewhere use the aria-hidden="true" attribute on focusable items, which can hide the content from screen readers. The coding rationale is to hide the slider's unfocused items from the visible screen, but since aria-hidden="true" can hide content from screen readers, it can confuse people who use screen readers but navigate visually. Test method: Manual visual evaluation and testing tools.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Not Applicable	Live content is not offered in *Learn360*.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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)	Partially Supports	Closed Captioning and interactive transcripts are available for most video titles. Audio descriptions are generally not included. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback. Test method: Manual visual evaluation and testing tools.
1.3.4 Orientation (Level AA 2.1 and 2.2) 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)	Supports	*Learn360* orientation on mobile devices is not restricted to only portrait or landscape. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) 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	Partially Supports	Some user login form fields currently don't use the "autocomplete" attribute values. This doesn't mean user interface components in browsers or apps won't auto-fill usernames, passwords, or e-mail addresses in form fields. This only means that *Learn360* doesn't collect individual user data for input control purposes, sometimes found in online job application forms or e-commerce platforms. For more detail, see Input Purposes for User Interface Components.
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)	Supports	The visual presentation of text has a contrast ratio of at least 4.5:1. Footer text, "Access is provided by," has low contrast but is considered incidental or decoration text. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations

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)
   ● 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)
	Supports	Text can be resized up to 200 percent without loss of content or functionality.
		
		Test method: Manual visual evaluation and testing tools.

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	No images of text alone are used. Instead, an appropriate alt attribute is used for images with text as part of the image, such as logotype or content branding in banners.
		
		Test method: Manual visual evaluation and testing tools.

1.4.10 Reflow (Level AA 2.1 and 2.2)
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)
	Partially Supports	*Learn360* is responsive. Usually, there is no loss of content, functionality, or horizontal scrolling when content is zoomed in at 400 percent.
		
		Exceptions:

Criteria	Conformance Level	Remarks and Explanations
● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		● Third-party game media, the embedded document viewer for PDF downloads, and Learnetic STEM Lessons are inaccessible at high magnification. ● Homepage content-type container text can get garbled at high magnification, making reading these subject categories impossible. Test method: Manual visual evaluation and testing tools.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) 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	Partially Supports	*Learn360* primarily uses a contrast ratio of at least 3:1 to differentiate graphical objects and interface components. Exceptions: ● Slick-slider arrow buttons. ● Some full-color buttons and the focus indicator ring may lack a 3:1 contrast ratio. Test method: Manual visual evaluation and testing tools.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) 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	Partially Supports	*Learn360* can accommodate many user preferences concerning text spacing. There may be some height or spacing restrictions where the text gets clipped from view within video title slides on the homepage. Text clipping may occur in other regions when text space adjustments have been made. Also, the transcript and segments interactive bar gets obscured when maximum spacing changes occur, blocking keyboard and mouse access to these controls. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Slide overlays on the homepage for featured videos are triggered by the mouse hover and via the keyboard. Exceptions: • Some other text bubbles (i.e., custom tooltips) appear and disappear with a mouse hover on the videos page. When using the keyboard, however, the keyboard focus does not reveal this additional content. The keyboard user, therefore, does not receive the information. Test method: Manual visual evaluation and testing tools.
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	There are multiple ways to navigate through *Learn360* to find any page, such as browsing, searching, or direct links. Test method: Manual visual evaluation and testing tools.
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)	Supports	Most heading structures and form labels are informative and compliant with accessibility standards. As mentioned, many elements are labeled using ARIA.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.4.6 (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)		Test method: Manual visual evaluation and testing tools.
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	The focus indicator ring is visible throughout the site while using the keyboard to navigate. Exceptions: ● Some full-color buttons and the focus indicator ring may lack a 3:1 contrast ratio. The low contrast ratio can make it difficult to see even though the focus is present. Test method: Manual visual evaluation and testing tools.
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	Page content does not cover or hide the keyboard focus when navigating *Learn360* with the keyboard. All elements are visible when receiving focus. Test Methods: Manual visual checks.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	The *Profile Account Settings* page has a mouse click and drag mechanism with no accessibility workaround at this time. The *Profile Account Settings* page is the only page with a drag-and-drop mechanism and is only available if an optional personal account has been created.

Criteria	Conformance Level	Remarks and Explanations
		Test Methods: Manual visual checks.
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	Most pointer input target sizes meet the minimum 24 by 24 pixels requirement. If pointer input targets are less than the minimum, there is usually sufficient space (24 pixels) from the center of the target to the nearest adjacent target. Test Methods: Bookmarklet tools and manual visual checks.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 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)	Partially Supports	Some foreign language content is not labeled, but most pages on the platform are in English. Test method: Manual visual evaluation and testing tools.
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	Supports	The repeated navigational mechanisms, such as the header and search options, are repeated in the same relative order. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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		
3.2.4 Consistent Identification (Level AA) Also applies to: 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	Supports	Components with the same functionality are identified in the same way. Test method: Manual visual evaluation and testing tools.
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)	Supports	When input errors are detected, suggested corrections are provided. Test method: Manual visual evaluation and testing tools.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	*Learn360* does not conduct legal commitments or financial transactions on its platform.

Criteria	Conformance Level	Remarks and Explanations
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)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	*Learn360* does not require a cognitive function test (such as remembering a password or solving a puzzle) in any user authentication process. *Learn360* supports password managers and doesn't block copy and paste for password entry. Testing method: Manual visual checks
4.1.3 Status Messages (Level AA 2.1 and 2.2) 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	The "role" attribute is not used as extensively as it should be throughout *Learn360.* Therefore, only some status alerts are announced to assistive technology when a web page has a change of context. Further investigation into these processes will be looked at in future updates. Test method: Manual visual evaluation.

Table 3: Success Criteria, Level AAA

Notes: *Learn360* is not being evaluated for Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	*Learn360* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions: ● Missing form labels and non-programmatically determined heading levels, link buttons, and lists may cause some identification challenges with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
302.2 With Limited Vision	Supports	*Learn360* supports browser magnification up to 200% and can be accessed with AT. In addition, *Learn360* is responsive and supports content reflow up to 400% magnification.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Partially Supports	*Learn360*'s video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on sensory characteristics. Exceptions: ● Non-English captions are not currently offered.
302.5 With Limited Hearing	Partially Supports	*Learn360*'s video player supports closed captioning and interactive transcripts. Additionally, instructions for

Criteria	Conformance Level	Remarks and Explanations
		understanding and operating content do not rely on sensory characteristics. Exceptions: Non-English captions are not currently offered.
302.6 Without Speech	Not Applicable	*Learn360* has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Partially Supports	Learn360 supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are some unclear link purposes. However, usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Partially Supports	Learn360 supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are some unclear link purposes. However, usage of the product does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	*Learn360's* video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected on a web page. Logical keyboard navigation and tab focus order functionality are also available across the site.

Chapter 4: [Hardware](#)

Notes: *Learn360* is a website and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: *Learn360* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

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	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports are available in the *Learn360* help center.
602.3 Electronic Support Documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
[603 Support Services](#)	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features are available in the *Learn360* help center. Support is also provided over email, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	*Learn360* support team can be contacted for assistance via email, phone, or live chat. In addition, other methods can be made available upon request.

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	*Learn360* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions: ● Missing form labels and non-programmatically determined heading levels, link buttons, and lists may cause some identification challenges with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
4.2.2 Usage with limited vision	Supports	*Learn360* supports browser magnification up to 200% and can be accessed with AT. In addition, *Learn360* is responsive and supports content reflow up to 400% magnification.
4.2.3 Usage without perception of colour	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
4.2.4 Usage without hearing	Partially Supports	*Learn360*'s video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on sensory characteristics. Exceptions: ● Non-English captions are not currently offered.
4.2.5 Usage with limited hearing	Partially Supports	*Learn360*'s video player supports closed captioning and interactive transcripts. Additionally, instructions for

Criteria	Conformance Level	Remarks and Explanations
		understanding and operating content do not rely on sensory characteristics. Exceptions: ● Non-English captions are not currently offered.
4.2.6 Usage with no or limited vocal capability	Not Applicable	*Learn360* has no spoken mode of operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	*Learn360* supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are some unclear link purposes. However, usage of the product does not require fine motor controls or simultaneous actions.
4.2.8 Usage with limited reach	Partially Supports	*Learn360* supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are some unclear link purposes. However, usage of the product does not require fine motor controls or simultaneous actions.
4.2.9 Minimize photosensitive seizure triggers	Supports	*Learn360* does not contain anything that flashes more than permitted.
4.2.10 Usage with limited cognition, language or learning	Supports	*Learn360's* video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected on a web page. Logical keyboard navigation and tab focus order functionality are also available across the site.
4.2.11 Privacy	Supports	*Learn360* does not stop users from using privacy tools when accessing and interacting with the website's content.

Chapter 5: Generic Requirements

Notes: *Learn360* supports standard input mechanisms and assistive technology devices and software. Therefore, *Learn360* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 6: ICT with Two-Way Voice Communication

Notes: *Learn360* website does not offer two-way voice communication in any way. Therefore, *Learn360* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 7: ICT with Video Capabilities

Notes: Finally, a subset of videos within the library now contains audio descriptions. Infobase is committed to expanding audio description support going forward by prioritizing our most popular titles and customer requests to receive audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	*Learn360* video player supports closed captioning and interactive transcripts for videos. A user can choose whether or not to display captions or hide transcripts. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.
7.1.2 Captioning synchronization	Partially Supports	*Learn360* video player supports closed captioning and interactive transcripts for videos. Captions and interactive transcripts are synchronized with the audio from videos. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management

Criteria	Conformance Level	Remarks and Explanations
		constraints can be applied to exclude these videos from displaying in search results.
7.1.3 Preservation of captioning	Partially Supports	For video closed captioning, the default caption display's appearance is not overridden or changed in any way.
7.1.4 Captions characteristics	Supports	The following customizations to video closed captioning are allowed within the video player's settings: Font Size, Font Color, Font Family, Background Color, and whether to start all videos with captions or not.
7.1.5 Spoken subtitles	Does Not Support	Spoken subtitles are not available programmatically for non-English or foreign language videos.
7.2.1 Audio description playback	Partially Supports	Audio descriptions are generally not included with *Learn360* videos. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback.
7.2.2 Audio description synchronization	Partially Supports	Audio descriptions are generally not included with *Learn360* videos. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback.
7.2.3 Preservation of audio description	Partially Supports	The default audio description is played in a manner consistent with 7.2.1 and 7.2.2.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are generally not included with *Learn360* videos. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback. Additionally, interactive text transcripts are

Criteria	Conformance Level	Remarks and Explanations
		available for download at the same level as other playback controls or within the video page's video player region.

Chapter 8: Hardware

Notes: *Learn360* is a website and is not subject to the requirements of this section.

Chapter 9: Web *(see WCAG 2.x section)*

Chapter 10: Non-Web Documents

Notes: *Learn360* website does not include non-web documents. Therefore, the *Learn360* website is not subject to the requirements of this section.

Chapter 11: Software

Notes: *Learn360* website is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

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	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports are available in the *Learn360* help center.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the *Learn360* help center. Support is also provided over email, telephone, and live chat.
12.2.3 Effective communication	Supports	*Learn360* support team can be contacted for assistance via email, phone, or live chat. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: *Learn360* does not provide any relay services. There is also no access to Emergency Services from within *Learn360*.

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