Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Learn360*

Report Date: December 2021, revised June 2024

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.

Contact Information: support@learn360.com

Notes: This VPAT 2.4 (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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes: The initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player pages were also conducted. Please note, that this report does not cover the digital accessibility of interactive games, lessons, and presentations. While every effort is made to license content that meets today's accessibility standards, some content that *Learn360* has licensed previously is not fully accessible to individuals with disabilities. Additionally, many supplemental downloadable documents may or may not meet current PDF accessibility standards. However, efforts have been made to acquire or remediate high-volume interactive content and PDF downloads to meet WCAG 2.1 accessibility standards. 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 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.

Criteria	Conformance Level	Remarks and Explanations
		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) • 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	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 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)	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

Criteria	Conformance Level	Remarks and Explanations
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) 504.2 (Authoring Tool) 602.3 (Support Docs)		track added, which can be turned on or off during video playback. Test method: Manual visual evaluation and testing tools.
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)	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

Criteria	Conformance Level	Remarks and Explanations
• 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)		tools.
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)	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.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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) • 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)	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: • Since game content is not available 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.

Criteria	Conformance Level	Remarks and Explanations
		- 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 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 its module. 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)	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.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

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)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	*The Learn360* website does not use or have character key shortcuts.

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)
	Partially Supports	*Learn360* does not have any moving, blinking, scrolling, or auto-updating content.
		
		Exceptions:
		
		    • Since game content is not available to the keyboard, there is no keyboard method for turning off audio in games.

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)		Test method: Manual visual evaluation and testing tools.
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.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: 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)	Supports	All web pages include titles that describe the topic or purpose. 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)	Partially Supports	Many links in *Learn360* correctly indicate their purpose programmatically and in context 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

Criteria	Conformance Level	Remarks and Explanations
• 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)		tools.
2.5.1 Pointer Gestures (Level A 2.1 only) 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 only) 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 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web)	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.

Criteria	Conformance Level	Remarks and Explanations
• 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		Test method: Manual visual evaluation and testing tools.
2.5.4 Motion Actuation (Level A 2.1 only) 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* does not have any functionality that can be operated by device motion 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:	Supports	Components of *Learn360* do not initiate a change of

Criteria	Conformance Level	Remarks and Explanations
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)		context when receiving focus. Test method: Manual visual evaluation and testing tools.
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.
3.3.1 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)	Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text. 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Please note: This criterion has been removed from WCAG 2.2. In WCAG 2.1 and 2.0 this Success Criterion should be considered as always satisfied for any content using HTML or XML. See: Understanding SC 4.1.1: Parsing (Level A) Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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 assistive technologies. The coding rationale initially hides the slider's unfocused items from the visible screen. However, because the visible screen is only one of the ways to access slick-slider carousel items, some code restructuring may need to be done in future updates to avoid confusing assistive technology users. Test method: Manual visual evaluation and testing tools.

Table 2: Success Criteria, Level AA

Notes: The initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player pages were also conducted. Please note, that this report does not cover the digital accessibility of interactive games, lessons, and presentations. While every effort is made to license content that meets today's accessibility standards, some content that *Learn360* has licensed previously is not fully accessible to individuals with disabilities. Additionally, many supplemental downloadable documents may or may not meet current PDF accessibility standards. However, efforts have been made to acquire or remediate high-volume interactive content and PDF downloads to meet WCAG 2.1 accessibility standards. 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
1.2.4 Captions (Live) (Level AA) Also applies to:	Supports	Live content is not offered in *Learn360*. Therefore, since there is no content to which this criterion applies, this

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)		criterion is satisfied.
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 only) 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 only) 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	*Learn360* does not collect information about users from HTML form inputs or other web input fields. However, it has been discovered that some autocomplete attributes in the user Your Profile login forms do not use the correct input control purpose attributes as described in WCAG 2.1 Section 7: Input Purposes for User Interface Components. Any additional autocomplete attributes, such as those found in the form fields in the Advance Search page, are disabled as autocomplete="off"; see H98: Using HTML 5.2 autocomplete attributes for more information.
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.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web)	Supports	Text can be resized up to 200 percent without loss of content or functionality. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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)		
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 only) 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) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	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: Third-party game media, the embedded document viewer for PDF downloads, and Learnetic STEM Lessons are not accessible at high magnification.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		Test method: Manual visual evaluation and testing tools.

1.4.11 Non-text Contrast (Level AA 2.1 only)
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 for differentiating graphical objects and interface components.
		
		Exceptions:
		
		  • Slick arrow slider 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 only)
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.

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
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)
	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

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		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) • 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)	Supports	Most heading structures and form labels are informative and compliant with accessibility standards. As mentioned, many elements are labeled using ARIA. Test method: Manual visual evaluation and testing tools.
2.4.7 Focus Visible (Level AA) Also applies to:	Partially Supports	The focus indicator ring is visible throughout the site while using the keyboard to navigate.

Criteria	Conformance Level	Remarks and Explanations
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)		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.
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)	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
• 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		
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.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (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	*Learn360* does not conduct legal commitments or financial transactions on its platform. Therefore, since there is no content to which this criterion applies, this criterion is satisfied.
4.1.3 Status Messages (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	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.

Revised Section 508 Report

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 screen readers.
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 the reflow of content 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 understanding and operating content do not rely on sensory characteristics. Exceptions: • Non-English captions are not currently offered.

Criteria	Conformance Level	Remarks and Explanations
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 is available across the site as well.

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

Criteria	Conformance Level	Remarks and Explanations
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:

Criteria	Conformance Level	Remarks and Explanations
		• Missing form labels and non-programmatically determined heading levels, link buttons, and lists may cause some identification challenges with AT.
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 the reflow of content 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 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

Criteria	Conformance Level	Remarks and Explanations
		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 is available across the site as well.
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

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 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

Criteria	Conformance Level	Remarks and Explanations
		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 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
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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