# Vocareum, Inc. Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4Rev)**

**Name of Product/Version:** Vocareum Labs

**Report Date:** July 21, 2023

## Product Description: Vocareum is the hands-on Digital Labs Platform that seamlessly integrates with Learning Management Systems (LMS). Our platform enables instructors to deploy and manage interactive labs in AI, Data Science, Full Stack Programming, Cloud Computing, Data Engineering, and Cybersecurity.

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## Accessibility Conformance Report By: ADACP, [info@adacp.com](mailto:info@adacp.com)

**Notes:**

The testing process was carried out in compliance with the WCAG 2.1 AA guidelines. The product was found to be overall partially supportive.

In summary, there are some elements and functionalities that are not being supported such as incorrect heading hierarchy, incorrect functionality, incorrect labels, etc. However, the page is navigable, and, in most cases, there is a solution for the features that are not being supported.

Accessibility for Americans with Disabilities Act (ADA) website compliance requires all public and (large) private organizations to make their websites and web content conform to mandatory accessibility standards (WCAG 2.0). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

## 

## Evaluation Methods Used:

The product was tested against all of the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, and manual testing conducted via paired testing methodology involving two testers, one of them is non-sighted and the other is a sighted accessibility expert. This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

● Assistive technologies – Screen readers NVDA, JAWS, Voiceover

● Keyboard-only interaction

● Browser zoom 200% and 400%

● Automated tools – axe, Color Contrast Analyzer

● Browsers – Chrome, Edge, Firefox, Safari

● Accessibility plugins – axe

● Desktop - Windows 10, Mac

The combinations of technologies used were the following:

● Windows with Firefox and NVDA

● Windows with Chrome and JAWS

● Windows with Edge and JAWS

● Windows with Chrome and axe

● Windows with Google Chrome and Zoom

● Windows with Google Chrome and Color Contrast Analyzer

● Mac with Safari and Voiceover

These results reflect the accessibility of a sample set of pages of 11 pages. The pages that were evaluated include:

* Home
* ADACP EVAL - new arch
* ADACP EVAL - old arch
* Vocareum VPAT testing
* Gradebook - ADACP EVAL - new arch
* Gradebook - ADACP EVAL - old arch
* Gradebook - Vocareum VPAT testing
* My Work
* Login
* Forget Password
* Settings

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A (Yes)  Level AA (Yes)  Level AAA (No) |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) | Level A (Yes)  Level AA (Yes)  Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/ict/) | (Yes) |
| [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf) *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf) | (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 2.1 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 2.1 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (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** | | All non-text content presented to the user has a text alternative that serves the equivalent purpose.  A few instances of missing textual descriptions and inappropriate labels for images and image buttons are found on the “Home” and “Login” pages.  A few instances of the missing alt attribute for decorative images are found on the “Login” page. | |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (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) | **Not Applicable** | | Audio-only and Video-only content is not present across the tested pages. | |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (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) | **Not Applicable** | | Prerecorded multimedia content is not present across the tested pages. | |
| **[1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc)** (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) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Not Applicable** | | Prerecorded multimedia content is not present across the tested pages. | |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (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** | | Headings are defined for most of the content on the tested pages except for “Gradebook - ADACP EVAL - new arch” and “Gradebook - ADACP EVAL - old arch” pages.  A few instances of related content not being grouped for checkboxes are found on the “Gradebook - Vocareum VPAT testing” page.  Few instances of missing labels for form controls such as combo boxes, checkboxes, and input fields are found in the “Gradebook - ADACP EVAL - new arch” and “Gradebook - ADACP EVAL - old arch” pages.  An instance of missing explicit association for the input field is found on the “Home” page.  Few instances of empty table headers were found on the “ADACP EVAL - new arch”, “ADACP EVAL - old arch”, “Vocareum VPAT testing”, etc. pages. | |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-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) * 602.3 (Support Docs) | **Partially Supports** | | Information is presented in a correct sequence through code to ensure that it can be accessed in a logical order by assistive technologies, such as screen readers except for the interactive elements on the “Login” and “My work” pages. | |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(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** | | Important instructions to access web page content are not presented using sensory characteristics, such as size, shape, sound, etc. | |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-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) | **Partially Supports** | | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element except for an instance in the “My Work” page. | |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.4.2 (Web) * 10.1.4.2 (Non-web document) * 11.1.4.2 (Open Functionality Software) * 11.1.4.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Not Applicable** | | Audio content that plays automatically is not present. | |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (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** | | All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except for an image button in the “My work” page. | |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (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) | **Partially Supports** | | User’s keyboard focus does not get trapped at most points while interacting with the web page functionality and are able to navigate between different interactive elements easily except for an instance on the “My Work” page. | |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#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** | | Character key shortcuts are not defined for the interactive elements. | |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2.1 (Web) * 10.2.2.1 (Non-web document) * 11.2.2.1 (Open Functionality Software) * 11.2.2.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Not Applicable** | | Time-dependent content is not available across the tested pages. | |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2.2 (Web) * 10.2.2.2 (Non-web document) * 11.2.2.2 (Open Functionality Software) * 11.2.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Not Applicable** | | Moving, blinking and auto-updating content is not available across the tested pages. | |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (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) | **Not Applicable** | | Content that flashes more than three times in a one second or below threshold is not present. | |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (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 | **Partially Supports** | | A mechanism is available to bypass blocks of content that is repeated on multiple pages.  The landmarks such as “header”, “footer”, “main” and “navigation” are not defined across the tested pages. | |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (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) | **Does Not Support** | | A meaningful title is not provided across the tested pages. | |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-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) | **Partially Supports** | | Keyboard users can navigate between different elements in a meaningful and sequential order on most of the tested pages except for an instance of illogical tabbing order found on the “Vocareum VPAT testing” page. | |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Supports** | | The purpose of each link can be determined from the link text alone or the link text together with its programmatically determined link context on the tested pages. | |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#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** | | Functionality dependent on multipoint or path-based gestures is not present across the tested pages. | |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#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** | | The functionality of all the interactive elements is triggered on up-event across the tested pages. | |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.3 (Web) * 10.2.5.3 (Non-web document) * 11.2.5.3.1 (Open Functionality Software) * 11.2.5.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | **Supports** | | The accessible name for user interface controls match with the visual labels across the tested pages. | |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#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** | | Functionality that requires device motion or user motion is not present across the tested pages. | |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (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 primary language of the tested pages is defined programmatically in the HTML. |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.2.1 (Web) * 10.3.2.1 (Non-web document) * 11.3.2.1 (Open Functionality Software) * 11.3.2.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Supports** | | When any component receives focus, it does not initiate a change of context across the tested pages. | |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (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** | | When a user inputs any data, it does not initiate a change of context across the tested pages. | |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.3.1 (Web) * 10.3.3.1 (Non-web document) * 11.3.3.1.1 (Open Functionality Software) * 11.3.3.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Partially Supports** | | Error messages are identified for screen reader users across the tested pages except for a few instances of generic error messages found on the “Settings” page. | |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (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** | | Labels and instructions are provided for form field elements across the tested pages. | |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (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) | **Partially Supports** | | Content is well-formed according to HTML markup language specifications.  Some instances of incorrectly nested HTML elements are found on the “Home” page. |  |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (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** | | Name, role, and state being defined programmatically for custom controls are found on the tested page.  A few instances of sort functionality inaccessible are found on the “Gradebook - ADACP EVAL - old arch”, “Gradebook - Vocareum VPAT testing” and “Home” pages.  An instance of an inappropriate iframe title is found on the “My work” page.  A few instances of modal dialog inaccessible for screen reader users were found on the “My work” page.  The Link's state is not defined for the few links on the “Home” page.  A few instances of content not announced for screen reader users are found on the “Home” page.  An instance of a slider inaccessible for screen reader users is found on the “Gradebook - ADACP EVAL - new arch” page.  An instance of unclear tab functionality is found on the “Settings” page. | |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.2.4 (Web) * 10.1.2.4 (Non-web document) * 11.1.2.4 (Open Functionality Software) * 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) | **Not Applicable** | | Live multimedia content is not present across the tested pages |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.2.5 (Web) * 10.1.2.5 (Non-web document) * 11.1.2.5 (Open Functionality Software) * 11.1.2.5 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Not Applicable** | | Audio description is not required as prerecorded synchronized media is not present. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#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) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | **Supports** | | Content and functionality can be viewed and accessed in portrait and landscape orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#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 | **Does Not Support** | | The purpose of the input field is not programmatically defined for the “Email” input field across the tested pages. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.4.3 (Web) * 10.1.4.3 (Non-web document) * 11.1.4.3 (Open Functionality Software) * 11.1.4.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | **Partially Supports** | | Sufficient color contrast is used for displaying textual information across the tested pages.  Some instances of background/foreground color combinations with a low contrast ratio for text are on the “Home”, “Login”, “Forget Password”, etc. pages. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (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** | | The text can be resized up to 200 percent without the loss of content or functionality across the tested pages. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (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** | | Plain text is used to convey information rather than images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#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)   Revised Section 508 – Does not apply | **Does Not Support** | | When content is reflowed, most of the content and functionality becomes unavailable for low vision users across the tested pages. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#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** | | Sufficient color contrast is used for graphical objects and focus indicators for user interface controls available on most of the tested pages.  A few instances of insufficient contrast ratio for informative images and the border of the form controls are found on the “Gradebook - ADACP EVAL - new arch”, “Gradebook - ADACP EVAL - old arch”, “Gradebook - Vocareum VPAT testing”, etc. pages. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#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 | **Supports** | | When text spacing styles are applied, users can access the content and functionality with ease across the tested pages and components. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#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) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | **Supports** | | All the content that becomes available on hover or focus can be dismissed by the user without losing their location as well as content that is hoverable, focusable and remains persistent until the user dismisses it. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (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** | | Multiple ways for users to locate the required content are available. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (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** | | The user interface control labels and headings are used across the tested pages are unique and descriptive. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-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** | | Focus indicator is visible for the interactive elements for most of the tested pages except for the “Settings” page. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (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) | **Not Applicable** | | Content in the secondary language is not present across the tested pages. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.2.3 (Web) * 10.3.2.3 (Non-web document) – Does not apply * 11.3.2.3 (Open Functionality Software) – Does not apply * 11.3.2.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | **Supports** | | A consistent navigation mechanism is used across the tested pages. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (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 that have the same functionality within a set of pages are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (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** | | Error messages for form fields are descriptive on the form pages. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (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) | **Not Applicable** | | Forms that include legal commitments, financial transactions, and user-controllable data are not present. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#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** | | Status messages are defined programmatically and are available for assistive technology users except for a status message on the “My work” page. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria) (FPC)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | **Partially Supports** | Vocareum features allow people with vision loss to use screen readers to interact with user interface elements.  Some components misidentify component name, role, and state are in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 4.1.1 and 4.1.2 and Table 2: 2.4.6 and 4.1.3. |
| 302.2 With Limited Vision | **Partially Supports** | Vocareum features allow people with limited vision to access most interface elements.    Some challenges may occur while accessing the content in Table 2: 1.4.3, 1.4.10, 1.4.11 and 2.4.7. |
| 302.3Without Perception of Color | **Partially Supports** | Vocareum features allow people without the perception of color to access most of the content and functionality of the application.  A few challenges of insufficient color contrast are found in Table 1: 1.4.1 and Table 2: 1.4.3, 1.4.10, and 1.4.11. |
| 302.4Without Hearing | **Supports** | Vocareum features allow people without hearing to access all the content and functionality. |
| 302.5With Limited Hearing | **Supports** | Vocareum features allow people with limited hearing to access all the content and functionality. |
| 302.6Without Speech | **Supports** | Vocareum features allow people without speech to access all the content and functionality of the application as controls do not require speech input. |
| 302.7With Limited Manipulation | **Partially Supports** | Vocareum features can be operated by people with limited manipulation. Support for mouse grid commands for speech recognition tools is present to help people with limited manipulation for interacting with the content.  A few challenges may occur while accessing the content are in Table 1: 2.1.1, 2.1.2 and 2.4.3 and Table 2: 1.3.5 and 2.4.7. |
| 302.8With Limited Reach and Strength | **Partially Supports** | Vocareum features can be operated by people with limited reach and strength. Support for mouse grid commands for speech recognition tools is present to help people with limited reach and strength for interacting with the content.  A few challenges may occur while accessing the content in Table 1: 2.1.1, 2.1.2 and 2.4.3 and Table 2: 1.3.5 and 2.4.7. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | **Partially Supports** | Vocareum features can be operated by people with limited language, cognitive, and learning abilities.  A few challenges may occur while accessing the course in Table 2: 1.3.5. |

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### Chapter 4: [Hardware](https://www.access-board.gov/ict/#chapter-4-hardware)

Notes: Vocareum is not Hardware and thus all the requirements of this section are not applicable.

### Chapter 5: [Software](https://www.access-board.gov/ict/#chapter-5-software)

Notes: Vocareum is not software and thus, all the requirements of this section are not applicable.

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/ict/#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](https://www.access-board.gov/ict/" \l "602-support-documentation)*** | **Heading cell – no response required** | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | **Not Applicable** | Accessibility and compatibility features are not a part of the accessibility review. |
| 602.3 Electronic Support Documentation | **Not Applicable** | Electronic support documentation is not part of the accessibility review. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | **Not Applicable** | Alternate formats are not part of the accessibility review. |
| [***603 Support Services***](https://www.access-board.gov/ict/#603-support-services) | **Heading cell – no response required** | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | **Not Applicable** | Information on accessibility and compatibility features is not part of the accessibility review. |
| 603.3 Accommodation of Communication Needs | **Not Applicable** | Accommodation of communication needs is not part of the accessibility review. |

## EN 301 549 Report

### Chapter [4: Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=20) (FPS)

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| 4.2.1 Usage without vision | **Partially Supports** | | Vocareum features allow people with vision loss to use screen readers to interact with user interface elements.  Some components misidentify component name, role, and state found in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 4.1.1 and 4.1.2 and Table 2: 2.4.6 and 4.1.3. | |
| 4.2.2 Usage with limited vision | **Partially Supports** | | Vocareum features allow people with limited vision to access most interface elements.  Some challenges may occur while accessing the content in Table 2: 1.4.3, 1.4.10, 1.4.11 and 2.4.7. | |
| 4.2.3 Usage without perception of colour | **Partially Supports** | | Vocareum features allow people without the perception of color to access most of the content and functionality of the application.  A few challenges of insufficient color contrast are found in Table 1: 1.4.1 and Table 2: 1.4.3, 1.4.10, and 1.4.11. | |
| 4.2.4 Usage without hearing | **Supports** | | The Vocareum features allow people without hearing to access all the content and functionality. | |
| 4.2.5 Usage with limited hearing | **Supports** | | Vocareum features allow people with limited hearing to access all the content and functionality. | |
| 4.2.6 Usage with no or limited vocal capability | **Supports** | | Vocareum features allow people with no or limited vocal capabilities to access the application as controls do not require speech input. | |
| 4.2.7 Usage with limited manipulation or strength | **Partially Supports** | | Vocareum features can be operated by people with limited manipulation or strength.  A few challenges may occur while accessing the content found in Table 1: 2.1.1, 2.1.2 and 2.4.3 and Table 2: 1.3.5 and 2.4.7. | |
| 4.2.8 Usage with limited reach | **Partially Supports** | | Vocareum features can be operated by people with limited reach.  A few challenges may occur while accessing the content in Table 1: 2.1.1, 2.1.2 and 2.4.3 and Table 2: 1.3.5 and 2.4.7. | |
| 4.2.9 Minimize photosensitive seizure triggers | **Supports** | | Vocareum does not include any content that triggers photosensitive seizures in the application. | |
| 4.2.10 Usage with limited cognition, language or learning | **Partially Supports** | | Vocareum features can be operated by people with limited language, cognitive, and learning abilities.  Few challenges may occur while accessing the content in Table 2: 1.3.5. | |
| 4.2.11 Privacy | **Supports** | | Vocareum features respect the privacy of assistive technology users. | |

### 

### Chapter [5: Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=23)

Notes: Vocareum supports standard assistive technologies and is, therefore, not subject to closed functionality.

### Chapter [6: ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=30)

Notes: Vocareum is not an ICT with Two-Way Communication application.

### Chapter [7: ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=35)

Notes: Vocareum is not an ICT with Video Capabilities application.

### Chapter [8: Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=37)

Notes: Vocareum is not hardware and thus, all the requirements of this section are not applicable.

### Chapter [9: Web](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=45) *(see* [*WCAG 2.1 section*](#_heading=h.111kx3o)*)*

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

### Chapter [10: Non-Web Documents](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=52)

Notes: Vocareum does not include non-web documents; thus, this section's requirements are not applicable.

### Chapter [11: Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=64)

Notes: Vocareum is not software and thus, all the requirements of this section are not applicable.

### Chapter [12: Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=84)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***12.1 Product documentation*** | **Heading cell – no response required** | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | **Not Applicable** | Accessibility and compatibility features are not a part of the accessibility review. |
| 12.1.2 Accessible documentation | **Not Applicable** | Accessible documentation is not part of the accessibility review. |
| ***12.2 Support Services*** | **Heading cell – no response required** | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | **Not Applicable** | Information on accessibility and compatibility features is not part of the accessibility review. |
| 12.2.3 Effective communication | **Not Applicable** | Information on effective communication is not part of the accessibility review. |
| 12.2.4 Accessible documentation | **Not Applicable** | Accessible documentation is not part of the accessibility review. |

### Chapter [13: ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=86)

Notes: Vocareum is not an ICT-providing relay or emergency services access application.

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