Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

Compliance 2.0: Skillsoft self-paced Courses playing in the Compliance Player (RIA 4.1). Applies to English language courses (and certain localized courses) accessed only from Percipio Learning Platform.

Report Date:

17 Nov 2023

Product Description:

Web application

Contact Information:

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Notes:

For Skillsoft web-based eLearning products, the following sections are applicable:

- Chapter 3: Functional Performance Criteria (FPC)

- WCAG 2.0 Level A and AA Guidelines

- Chapter 6: Support Documentation and Services

Exclusions: This VPAT does not cover the following functions in detail as the functions do not support the standards as a whole:

- Supporting services defined or required sale-by-sale by the customer, including but not limited to special training, Webex training sessions, and unique user guides or other documentation, all of which should be presumed not to meet section 508 criteria unless otherwise stated specifically for each applicable section 508 criterion (for example, as a separate VPAT), by Skillsoft, at time of sale. Sweeping contractual requirements and statements regarding compliance with section 508 are satisfied by this disclosure per 29 U.S.C. § 794d(a)(4), and 48 C.F.R. §§ 39.203(b)(2) and 39.204(e)(2)(ii).
- At very high magnifications on small screens, some functionality may not be available.

Evaluation Methods Used:

The following applications were used to support a manual assessment process:

- Desktop browsers: Chrome 117 and Firefox 118 on Windows 11, Safari 16 on MacOS 12.6

- Assistive technologies: JAWS 2023, NVDA 2023, Voiceover

- Accessibility testing tools: aXe, Color Contrast Analyzer, browser developer tools

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	The Content Partner's logo in the Welcome dialog and About tab is missing suitable alternative text Option buttons in some Interactivities have unnecessary images and labels In Interactivities that require the user to assign options to targets, the targets aren't read correctly by screen readers In Interactivities that require the user to assign options to a target, answers are not read correctly by screen readers
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Partially Supports	A number of pages have incorrect heading structures Course Test page has a malformed list The Interactivity result confirmation dialog heading is not exposed to screen readers On some pages, topic titles are incorrectly marked up as headings The Course Test results dialog has no heading
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Topic Unavailable dialog reading order is incorrect In Interactivities, selection feedback is re-read by screen readers when arrowing through following page

Criteria	Conformance Level	Remarks and Explanations
		The reading order of the Course Contents is incorrect
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	Share, Playlist Add/Remove and Restart course dialogs do not receive focus when opened After adding or removing from Playlist, focus isn't in the correct place In test question results pages, headings and text elements receive focus when they shouldn't In some Interactivities, text in informational dialogs receives focus when it shouldn't Closing some dialogs doesn't move focus back to the button that opened them The course page reading order and focus order don't match
2.4.4 Link Purpose (In Context) (Level A)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Partially Supports	In test questions, selecting a radio button moves focus out of the group
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Partially Supports	The Video Progress bar has no name Multichoice question answers are incorrectly coded as buttons In Interactivities that require the user to assign options to targets, the targets aren't read correctly by screen readers In Interactivities that require the user to select buttons on a graphic, the buttons are unlabeled The Course Test results dialog has no heading, name or description Some buttons have no names when the page is zoomed

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Audio Description is provided, but the AD button becomes unavailable when page is zoomed
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Give feedback button has insufficient contrast
1.4.4 Resize text (Level AA)	Partially Supports	Drag & drop Interactivities sometimes don't work when the page is zoomed

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	
2.4.5 Multiple Ways (Level AA)	Not Applicable	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	About tab panel retains focus indicator after losing focus In test question results pages focus is not visible Some focus highlighting is missing when the page is zoomed
3.1.2 Language of Parts (Level AA)	Not Applicable	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Not Applicable	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	

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Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.4.3, 4.1.2
302.2 With Limited Vision	Partially Supports	Refer to WCAG 2.0 1.4.3, 1.4.4
302.3 Without Perception of Color	Partially Supports	Refer to WCAG 2.0 1.4.3
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Refer to WCAG 2.0 2.4.3, 2.4.7
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Refer to WCAG 2.0 Report	All support documentation is online
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	End users have 24x7x365 access to customer support via email, phone, chat and web form case submission.

Legal Disclaimer

Skillsoft endeavors to be the leader in providing optimally accessible technology in the markets we enter. Electronic Information Technology is a constantly evolving field, requiring statements of the accessibility features of any product, and its interaction with available assistive technologies and various user systems, to evolve as well.

Skillsoft strives, and will continue to strive, to provide a true and fair description of the accessibility conformance of its products in our VPATS, and if any further exceptions are found, we will address them as soon as is practicable. If we become aware of impacts (positive or negative) of new assistive technologies or user

systems in common use, we will look to implement those as soon as is practicable. User feedback is highly informative and useful in these endeavours, so we urge users to share their insights and experiences on these topics, via the contact provided above.