Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

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 (Compliance 2.0), Content Integration and Percipio Compliance (Compliance 1.0).

Report Date:

03 May 2024

Product Description:

Web application

Contact Information:

Website: https://support.skillsoft.com/contact.asp

Email: support@skillsoft.com

Phone: Toll Free - 1-866-SKIL-HELP (1-866-754-5435) US/Canada (Other options available on website.)

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 124 and Firefox 125 on Windows 11, Safari 17.4 on MacOS 14.4

- Assistive technologies: JAWS 2024, 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 only be used in WCAG Level AAA criteria.

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)	Supports	
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
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The course page reading order isn't logical and doesn't match focus order Some actions appear within the Course Contents section Video captions are read by screen readers
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	After adding or removing from Playlist, focus isn't in the correct place (Compliance 2.0 only) In some cases, non-interactive content incorrectly receives focus
2.4.4 Link Purpose (In Context) (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Partially Supports	Changing video playback speed or caption size to max or min may close modal and move focus
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Multichoice question answers are incorrectly coded as buttons Video transcript links are incorrectly coded as buttons Some iframes have no names In Interactivities that require users to select graphical buttons to learn more information, the buttons have no names Course Pre-Test dialog has no name Error message Close button has no name

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	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	

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)	Partially Supports	The Transcript button has a misleading name
[2.4.7 Focus Visible](#) (Level AA)	Partially Supports	About tab panel retains focus indicator after losing focus After using the Jump to Main Content link, focus is not visible
[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	

Revised Section 508 Report

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 1.3.1, 1.3.2, 2.4.3, 4.1.2, 2.4.6
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Refer to WCAG 2.0 2.4.3, 2.4.7

Criteria	Conformance Level	Remarks and Explanations
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.