

Voluntary Product Accessibility Template (VPAT) ® 2.0

Project Name:	Skillsoft Leadership Advantage (SLA) 3.0.3
Last Revision Date:	05 July 2018
Revision:	1.1

Table of contents

Skillsoft Accessibility Conformance Report	1
Terminology	2
Section 508 Chapter 1: Application and Administration.....	3
Section 508 Chapter 2: Scoping Requirements	3
WCAG 2.0 Report	3
Section 508 Chapter 3: Functional Performance Criteria (FPC)	10
Section 508 Chapter 4: Hardware	11
Section 508 Chapter 5: Software	12
Section 508 Chapter 6: Support Documentation and Services	13
Legal disclaimer.....	14

Skillsoft Accessibility Conformance Report

VPAT® 2.0 Version 1

Name of product/version:	Skillsoft Leadership Advantage (SLA) 3.0.3
Product description:	Web application
Date:	05 July 2018
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	
Evaluation methods used:	The following applications were used as part of the audit to identify potential accessibility issues: <ul style="list-style-type: none">• Desktop browsers: Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox• Assistive technologies: JAWS, NVDA• Accessibility testing tools: aViewer, Colour Contrast Analyser
Applicable standards/guidelines	This report covers the degree of conformance for the following accessibility standards/guidelines: <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.• Revised Section 508.

Terminology

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.
- **Supports with Exceptions:** 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 2.0 Level AAA.

Section 508 Chapter 1: Application and Administration

This VPAT is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As **Skillsoft SLA 3** is a **web application**, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 6: Support Documentation and Services.

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](#).

WCAG 2.0 Report

Notes: Parts of the system currently use third-party embedded video players. One of these, JWPlayer (used for certain parts of the system, such as the “Tours”), presents considerable accessibility issues, beyond some of the most prevalent issues reported below. However, JWPlayer is only used for non-essential sections of the application, and for this reason has not been included in the below assessments.

Help and Community systems may not fully support accessibility standards.

Certain content assets such as Business Impacts, Case Studies and Challenges do not support the latest accessibility standards.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports with exceptions	<p>Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions. For example:</p> <ul style="list-style-type: none">• The graphical star and profile ratings in the user profile do not provide alternative content.• Graphical video player controls (including volume

Criteria	Conformance Level	Remarks and Explanations
		<p>control) do not provide alternative content.</p> <ul style="list-style-type: none"> Track progress indicators that denote the content currently being displayed do not provide alternative content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u>	Not applicable	No audio-only or video-only content is present.
<u>1.2.2 Captions (Prerecorded)</u>	Supports with exceptions	Where video content is included (in individual tracks/content items, as well as the system’s “Tour”), captions are not always provided.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u>	Supports with exceptions	Where video/synchronized media content is included (for instance, in the system’s “Tour”), audio descriptions or media alternatives are not always provided.
<u>1.3.1 Info and Relationships</u>	Supports with exceptions	<p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some minor exceptions. For example:</p> <ul style="list-style-type: none"> Tables are used for layout. In data tables, header cells are not always marked up explicitly. In some instances, heading levels have been skipped, or incorrect heading levels have been used.
<u>1.3.2 Meaningful Sequence</u>	Supports	
<u>1.3.3 Sensory Characteristics</u>	Supports	
<u>1.4.1 Use of Color</u>	Supports with exceptions	While in the majority of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or

Criteria	Conformance Level	Remarks and Explanations
		distinguishing a visual element, there are minor exceptions. For example: <ul style="list-style-type: none"> • The currently active captions in the video player are denoted using color alone.
1.4.2 Audio Control	Not applicable	No autoplaying audio is present.
2.1.1 Keyboard	Does not support	There are some severe instances where functionality of the content is not operable using the keyboard. For example: <ul style="list-style-type: none"> • Star rating, privacy settings and avatar image upload in the “Profile” pages cannot be operated using the keyboard. • JWPlayer video player used in “Tours” cannot be operated using the keyboard. • FlowPlayer video player videos in track content cannot be started nor fully controlled using the keyboard. • Various links/controls (e.g. in off-canvas left-hand menu on “Help”, the table of contents in the “Book Viewer”) cannot be reached nor operated using the keyboard.
2.1.2 No Keyboard Trap	Supports with exceptions	For most components that receive keyboard focus, focus can be moved away from that component using the keyboard, with some minor exceptions. For example: <ul style="list-style-type: none"> • When keyboard focus is in the FlowPlayer video player in track content, hovering over the video player with the mouse traps keyboard focus in the player.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable	Not applicable	There are no enforced timeouts/time limits.
2.2.2 Pause, Stop, Hide	Not applicable	The application does not contain any moving, blinking, scrolling or auto-updating content (presented in parallel with other content).
2.3.1 Three Flashes or Below Threshold	Pass	
2.4.1 Bypass Blocks	Pass	
2.4.2 Page Titled	Pass	
2.4.3 Focus Order	Supports with exceptions	<p>Focusable components receive focus in an order that preserves meaning and operability, with minor exceptions. For example:</p> <ul style="list-style-type: none"> • Certain links/controls do not receive focus (see 2.1.1). • Some modal dialogs do not manage/retain focus. • Instances of focus being lost/returned to the start of the document after closing popups/modal dialogs. • Instances of non-actionable elements receiving focus unnecessarily.
2.4.4 Link Purpose (In Context)	Supports with exceptions	<p>There are minor exceptions where the purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. For example:</p> <ul style="list-style-type: none"> • Search results contain multiple “Best Section Hits” links lacking context. • “Details”, “Share”, “Comments”, “Notes” links in

Criteria	Conformance Level	Remarks and Explanations
		<p>track progress indicator lack context.</p> <ul style="list-style-type: none"> Multiple “Edit” and “Add” links in “Profile” pages lack context.
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Supports with exceptions	<p>For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> A number of interactive controls are exposed as “link” rather than “button”. Some expand/collapse controls do not expose the current state of the content they control. Custom dialogs do not always expose their role of dialog, and lack a correctly associated name/description.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	Live Events support Live captioning.
1.2.5 Audio Description (Prerecorded)	Does not support	Where video content features on-screen actions or text that is not already read/spoken, no audio description is provided.
1.4.3 Contrast (Minimum)	Supports with exceptions	<p>While the majority of text and images of text has sufficient contrast, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> Placeholder text in the search input has a contrast ratio below 4.5:1. Placeholder profile avatars (composed of user name initials) have a contrast ratio below 4.5:1. Links in the “Help” pages have a contrast ratio just below 4.5:1.
1.4.4 Resize text	Supports	Using user agent full-page zoom up to 200% results in no loss of content or functionality.
1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports with exceptions	While the majority of keyboard operable user interface components provide a visible keyboard focus indicator, there are minor exceptions. For example:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • In small screen/mobile view, some controls (such as links in the “hamburger” application menu) lack a visible focus indication. • In search results, inactive pagination controls receive focus but lack visible focus indication. • Links in the “Tour” and “Help” footer lack visible focus indication. • Links in “Help” lack visible focus indication. • Some “empty” tab stops (non-interactive items receiving focus - see 2.4.3) lack visible focus indication.
<u>3.1.2 Language of Parts</u>	Supports	
<u>3.2.3 Consistent Navigation</u>	Supports	
<u>3.2.4 Consistent Identification</u>	Supports	
<u>3.3.3 Error Suggestion</u>	Not applicable	
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u>	Not applicable	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exception	See WCAG 2.0 1.1.1, 1.2.3, 1.2.5, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.4.3, 2.4.4, 4.1.2
302.2 With Limited Vision	Supports with exception	See WCAG 2.0 1.4.3
302.3 Without Perception of Color	Supports with exception	See WCAG 2.0 1.4.3, 1.4.1.
302.4 Without Hearing	Supports with exception	See WCAG 2.0 1.2.2, 1.2.3, 1.2.5.
302.5 With Limited Hearing	Supports with exception	See WCAG 2.0 1.2.2, 1.2.3, 1.2.5.
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports with exceptions	See WCAG 2.0 2.1.1, 2.1.2, 1.3.2, 2.4.3, 3.2.1, 3.2.2
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Section 508 Chapter 4: Hardware

Notes: **Skillsoft SLA 3** is not a hardware product.

Section 508 Chapter 5: Software

Notes: **Skillsoft SLA3** is a web application, not a software product.

Section 508 Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Does not support	The Help system provides information about SLA 3.1, however Help does not fully support accessibility standards.
602.3 Electronic Support Documentation	Does not support	The Help system provides information about SLA 3.1, however Help does not fully support accessibility standards.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	See Support details above.
603.3 Accommodation of Communication Needs		

Legal disclaimer

Skillsoft endeavours 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.