

Voluntary Product Accessibility Template (VPAT)

Project Name:	Skillport 8i
Last Revision Date:	September 15, 2017
Revision:	1.2

Product Details

Date Created:	28 April 2016
Product Name:	Skillport 8i
Version:	Patch 69
Contact for more Information:	Contact your account team for more information.

Supporting Features (second column on VPAT)

Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through equivalent facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental alteration exception applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

Summary Table - Voluntary Product Accessibility Template

Notes:

This VPAT addresses only the Skillport 8i platform. The Skillport 8i platform allows users to select content of various types. When a user requests the 'launch' of a content item, a specific type of player also is launched that allows the user to interact with the content selected by the user. The player launched is dependent on the type of the content item (i.e. video, course, book).

This Skillport8i VPAT is limited to the platform from which user-selected content is launched. Please reference the specific player VPAT to address the user's interaction with the content selected. Please reference the specific content VPAT address the actual content. Customers may have access to different types of content, based on agreements with a customer. In addition to the Skillport8i VPAT, the applicable player VPATs and content VPATs are based on the individual customer's license.

This VPAT addresses the Skillport 8i platform as is. The VPAT cannot address alterations made by customers to the platform.

*Instructor-Led Courses (ILT) and Community pages do not support the standards.

In cases where a 508 Standard is not fully supported, remarks sometimes identify aspects of the product that do not support the provision. If such delineation is not provided, the comments below apply to the Skillport 8i platform or the system as a whole.

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions *Instructor-Led Courses (ILT) and Community pages do not support this section.	See Section 1194.21 for details.
Section 1194.22 Web-based internet information and applications	Supports with Exceptions *Instructor-Led Courses (ILT) and Community pages do not support this section.	See details in Section 1194.22.
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	

Section 1194.31 Functional Performance Criteria	Supports with Exceptions	See details in Section 1194.31
Section 1194.41 Information, documentation, and support.	Supports	See details in Section 1194.41

Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports with exceptions</p>	<p>Product functions generally are executable from the keyboard. However, the following are exceptions:</p> <ul style="list-style-type: none"> ▪ The Change Info dialog does not receive focus when opened from Assigned Learning. ▪ The Status tooltip on the Content Details page and the Status balloon on the Learning Plan page are not displayed for keyboard users. ▪ The tooltips on the Manage Sets dialog do not display.
<p>b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports with exceptions</p>	<p>Certain interactive content may be obscured in Windows High Contrast mode:</p> <ul style="list-style-type: none"> ▪ table sorting controls ▪ calendar widget
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the</p>	<p>Supports with exceptions</p>	<p>A well-defined on-screen indication of the current focus generally is provided that moves among interactive interface</p>

<p>input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>		<p>elements as the input focus changes. However there are some invisible/empty tab stops in the table headers on the Transcript page.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with exceptions</p>	<p>There is sufficient information about most user interface elements. However:</p> <ul style="list-style-type: none"> ▪ Some focusable elements have no information exposed about their role or function. ▪ Some links used as buttons. ▪ Some dialogs are not exposed correctly. ▪ Some controls are missing accessible labels and some control group labels not programmatically associated. ▪ Some controls are exposed without role and state information or with incorrect role and state information. ▪ Some structural HTML markup does not convey user interface semantics correctly. ▪ Some pages exist where the content language is not exposed.
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	
<p>(g) Applications shall not override user selected contrast and color</p>	<p>Supports with exceptions</p>	<p>Text is set in pixels, so the user cannot resize it in their browser or operating system settings.</p>

selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	In 'Manage sets' color coding is used as the only means to identify the selected set.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The platform does not permit users to adjust color and contrast.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not have any content that flashes or blinks.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	Refer to 1194.21(d)

Section 1194.22 Web-based Internet information and applications – Detail

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	On the Transcript page, the content type image (books, videos, etc.) uses the name of the asset as alt text instead of being specific about the type of resource.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	Refer to 1194.21(i)
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Content is readable after disabling style sheets but structural semantics is missing due to incorrect markup being used for headings and lists.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	On the Transcript page and on the Learning Approval Requests page, data tables are not marked up correctly and incorrect relationship semantics are sometimes exposed.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	

(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not have any content that flickers.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	The platform does not require text-only pages for equivalent functionality. Reference VPATs for players and content, for their compliance.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	Refer to 1194.21(d)
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	
(p) When a timed response is required, the user shall be alerted and	Not Applicable	Timed responses are not required

given sufficient time to indicate more time is required.

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Section 1194.23 Telecommunications Products - Detail

Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p>Not Applicable</p>	
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Not Applicable</p>	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Not Applicable</p>	
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Not Applicable</p>	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Not Applicable</p>	

<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not Applicable</p>	

<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	

Section 1194.24 Video and Multimedia Products - Detail

Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	Not Applicable	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	Not Applicable	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	Not Applicable	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain</p>	Not Applicable	

visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

Section 1194.25 Self contained, closed products - Detail

Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required	Not Applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user	Not Applicable	

<p>selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	
<p>(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:</p> <p>(1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see Figure 1 of this part).</p> <p>(2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p> <p>(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	

(4) Operable controls shall not be more than 24 inches behind the reference plane (see [Figure 2](#) of this part).



Section 1194.26 Desktop and Portable Computers - Detail Voluntary Product Accessibility Template

(This applies to equipment we would buy for this effort)

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	

Section 1194.31 Functional Performance Criteria Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	See comments in 1194.21(a) & (d) and 1194.22(a)
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with exceptions	See comments in 1194.21(b)
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	The product does not require speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is	Supports	The product does not require fine motor control or simultaneous actions.

operable with limited reach and strength shall be provided.



Section 1194.41 Information, Documentation and Support Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Alternative forms of access to product support documentation in alternative formats are available upon request by contacting SkillSoft support.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Alternative forms of access to descriptions of the accessibility and compatibility features in alternative formats are available upon request at no additional charge to the end user by contacting SkillSoft support.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support via Telephone and E-mail.