

# Skillsoft Accessibility Conformance Report

## WCAG 2.0 Edition

(Based on VPAT<sup>®</sup> Version 2.5)

### Name of Product/Version

Percipio Learner Platform (web application) October 2024

### Report Date

25 October 2024

### Product Description

This VPAT covers the Percipio Learner functionality and content, including login; home page; content searching and browsing; video player and video content; audiobook player and audiobook content; book player and book content; user profile and history (assignments, playlist, activities, interests); Conversation AI Simulator (CAISY).

The following are **NOT** covered by this VPAT:

- Admin functions (User and Content Management and Reporting) and Instructor functions
- Help (email Help currently available, online Help under review)
- Links to resources on Skillsoft.com
- Digital Badges presented by Accredible (separate VPAT pending)
- Percipio Content:
  - Partner Content packages:
    - Skillsoft makes additional Partner content packages available for customers to license. Skillsoft also includes some Partner content packages in our stock collections which customers may choose to make available to their users. Skillsoft makes no accessibility claims for any of the content contained within these Partner content packages and they are not covered by the Skillsoft VPATs. Information on

Partner content packages is available here:

[https://documentation.skillsoft.com/en\\_us/percipio/Content/A\\_Administrator/percipio\\_accessibility.htm](https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm). To confirm Partner content packages, please contact your Account Manager.

- Skillsoft-family content packages:
    - Skillsoft includes Skillsoft-family content packages content packages in our stock collections which customers may choose to make available to their users, such as Global Knowledge ‘on demand’ courses and Global Knowledge Instructor Led Training (ILT) classes. Skillsoft makes no accessibility claims for any of the content contained within these Skillsoft-family content packages and they are not covered by the Skillsoft VPATs. Information on Skillsoft-family content packages is available here: [https://documentation.skillsoft.com/en\\_us/percipio/Content/A\\_Administrator/percipio\\_accessibility.htm](https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm). To confirm Skillsoft-family content packages, please contact your Account Manager.
  - Leadercamp and Tech & Dev Bootcamp Live Courses (presented using Zoom, accessibility information available here: <https://zoom.us/accessibility>)
  - Leadercamp Practice Assets (PDFs) and Tech & Dev Bootcamp Replay courses and Resources
  - Specific Localized (non-English) Content Collections (details available on request)
  - Customer’s own content and customized Percipio courses
- ELSA (Embedded Learning Synchronized Assistant)
  - Career Journeys
  - Skillsoft Percipio ILT Link
  - Pendo User Guides
  - Codecademy content hosted on Codecademy.com (separate VPAT available)
  - Compliance courses on Percipio LP (separate VPAT available)
  - Skillsoft Coaching (separate VPAT available)
  - Percipio Compliance 1.0 (separate VPATs available)
  - Percipio Mobile App (separate VPAT available)
  - Using Microsoft Teams to access Percipio

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).

## Contact Information

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

Email: [support@skillsoft.com](mailto:support@skillsoft.com)

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

## Notes

This report covers the degree of conformance for WCAG 2.0 (A and AA) accessibility standards. Many non-conformances are scheduled for imminent remediation. For further information see the [Skillsoft website accessibility page](#).

## Evaluation Methods Used

Full manual audit of all functionality in the following environment:

- Desktop browsers: Chrome 128 and Firefox 129 on Windows 11, Safari 17.6 on MacOS 14.6
- Assistive technologies: JAWS 2024, NVDA 2024, 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 standards/guidelines:

| Standard/Guideline                       | Included In Report |
|--|--------------------|
| Web Content Accessibility Guidelines 2.0 | Level A & AA       |

# 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 2.2 Report

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**

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| 1.1.1 Non-text Content                                     | Partially Supports | <p>Books are third party licensed content for which the providers do not always provide text equivalents for images.</p> <p>Almost all other images used in Percipio have appropriate text alternatives, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• A small number of asset thumbnail images include text and in some of these the text alternatives do not include all of the text.</li> <li>• Text equivalents for some Digital Badges do not include all of the badge text.</li> <li>• In some MIT certificates of completion the Skillsoft and MIT logos lack text alternatives.</li> <li>• In the mentor chat feature, emojis aren't read by screen readers.</li> </ul> |
| 1.2.1 Audio-only and Video-only (Prerecorded)              | Partially Supports | <p>Audio Books are third party licensed content for which the providers do not always provide text equivalents. Approximately 40% of the Audio Books in the Skillsoft offering are also available as Text-Based Books.</p>  |
| 1.2.2 Captions (Prerecorded)                               | Supports           | <p>All Percipio video assets contain closed captions.</p>   |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) | Supports           | <p>All Percipio video assets contain audio description which can be turned on or of by the user.</p> <p>All assets come with full transcripts.</p>  |
| 1.3.1 Info and Relationships                               | Partially Supports | <p>Heading and list markup is applied correctly and consistently throughout Percipio with the following few exceptions:</p>   |

| Criteria                      | Conformance Level  | Remarks and Explanations  |
|-------------------------------|--------------------|---|
|                               |                    | <ul style="list-style-type: none"> <li>• There are two pages where some heading levels are incorrect.</li> <li>• In books with multiple sections the list structure of the table of contents may be incorrect.</li> </ul>   |
| 1.3.2 Meaningful Sequence     | Partially Supports | <p>All information on all pages is presented in a logical reading sequence with a single exception:</p> <ul style="list-style-type: none"> <li>• On Certification Path pages, some content comes before the page's title.</li> </ul>  |
| 1.3.3 Sensory Characteristics | Supports           |   |
| 1.4.1 Use of Color            | Partially Supports | <p>There is a single instance of color alone being used to convey meaning:</p> <ul style="list-style-type: none"> <li>• Unmet password requirements on the self registration page.</li> </ul>   |
| 1.4.2 Audio Control           | Supports           |   |
| 2.1.1 Keyboard                | Partially Supports | <p>All functionality can be operated using the keyboard with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The Notes &amp; Highlights function in books is not keyboard accessible.</li> <li>• On the live course details page time fields are not keyboard accessible.</li> <li>• Profile photos can't be repositioned using the keyboard.</li> </ul> |
| 2.1.2 No Keyboard Trap        | Supports           |   |
| 2.2.1 Timing Adjustable       | Partially Supports | <p>There are very few non-adjustable time constrained events in Percipio with the exception of the following:</p> <ul style="list-style-type: none"> <li>• Some pop-up feedback notifications disappear without user control.</li> </ul>  |

| Criteria                               | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
|  |                    | <ul style="list-style-type: none"> <li>In CAISY and the AI Assistant, the speech input stops recording after a period of no speech, without the user being able to control the timeout period.</li> </ul>   |
| 2.2.2 Pause, Stop, Hide                | Supports           |   |
| 2.3.1 Three Flashes or Below Threshold | Supports           |   |
| 2.4.1 Bypass Blocks                    | Supports           |   |
| 2.4.2 Page Titled                      | Supports           |   |
| 2.4.3 Focus Order                      | Partially Supports | <p>Keyboard focus order is logical on all Percipio pages with the following exceptions:</p> <ul style="list-style-type: none"> <li>In the mentor chat function, some non-interactive content is focusable.</li> <li>In the audiobook sharing dialog, selecting the email option causes focus to jump to the dialog's Close button.</li> <li>When zoomed, the left hand site navigation opens in a dialog but doesn't receive focus.</li> </ul> <p>Some user actions cause focus to jump to the top of the page:</p> <ul style="list-style-type: none"> <li>Showing more content in My Learning Assignments or the bookshelf.</li> <li>Clearing the search field on the Programs page, removing search filters in the bookshelf or making a bookshelf search that returns no results.</li> </ul> |
| 2.4.4 Link Purpose (In Context)        | Supports           |   |
| 3.1.1 Language of Page                 | Supports           |   |
| 3.2.1 On Focus                         | Supports           |   |

| Criteria                     | Conformance Level  | Remarks and Explanations   |
|------------------------------|--------------------|--|
| 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      | Partially Supports | <p>All controls throughout Percipio have appropriate accessible names and descriptions with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Earn Certification and Expand buttons on Certification Path pages.</li> <li>• Email Us fields in the mentor chat.</li> <li>• The Minutes Per Week radio button group in learning goals.</li> <li>• The CAISY 'choose avatar' dialog.</li> </ul> <p>All controls throughout Percipio have appropriate roles with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The Email Us progress bar in the mentor chat.</li> <li>• In some tables some screen readers don't identify links or buttons.</li> </ul> <p>All controls throughout Percipio convey their state with the following exception:</p> <ul style="list-style-type: none"> <li>• Disabled controls in the mentor chat.</li> </ul> |

**Table 2: Success Criteria, Level AA**

| Criteria              | Conformance Level | Remarks and Explanations |
|-----------------------|-------------------|--------------------------|
| 1.2.4 Captions (Live) | Supports          |                          |



| Criteria                              | Conformance Level  | Remarks and Explanations  |
|---------------------------------------|--------------------|---|
| 1.2.5 Audio Description (Prerecorded) | Supports           |   |
| 1.3.4 Orientation                     | Supports           |   |
| 1.4.3 Contrast (Minimum)              | Supports           |   |
| 1.4.4 Resize text                     | Partially Supports | <p>All content is fully visible and operable when zooming up to 200% on desktop or laptop sized screens with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The titles and descriptions in the featured items banner on the home page become truncated.</li> <li>• Some text is removed from the banner on channel pages.</li> <li>• Some dialog content cannot be scrolled into view using the keyboard.</li> <li>• When tabbing through assets on the home page at higher zoom levels the left edge may become cut off.</li> <li>• The Live course calendar filter doesn't work correctly with keyboard.</li> <li>• Zooming while in a course test may reset the text to question 1.</li> </ul> |
| 1.4.5 Images of Text                  | Partially Supports | <p>Approximately 100 of the nearly 100,000 assets in Percipio (0.1%) have thumbnail images containing images of text. These are being remediated.</p> <p>ITIL course tests contain a copyright notice which is an image of text.</p>  |
| 2.4.5 Multiple Ways                   | Supports           |   |
| 2.4.6 Headings and Labels             | Supports           |   |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 2.4.7 Focus Visible                             | Supports          |                          |
| 3.1.2 Language of Parts                         | Supports          |                          |
| 3.2.3 Consistent Navigation                     | Supports          |                          |
| 3.2.4 Consistent Identification                 | Supports          |                          |
| 3.3.3 Error Suggestion                          | Supports          |                          |
| 3.3.4 Error Prevention (Legal, Financial, Data) | Supports          |                          |

## 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 endeavors, so we urge users to share their insights and experiences on these topics, via the contact provided above.