Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

Part - Partie 1 of - de 2
See Part 2 for Clauses and Conditions
Voir Partie 2 pour Clauses et Conditions

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Linguistic Services Division / Division des services linguistiques
Les Terrasses de la Chaudière
10, rue Wellington, 5e étage
Gatineau
Québec
K1A 0S5

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Title - Sujet RFI – Online Second Language Self-s	
Solicitation No. - N° de l'invitation EN578-202723/D	**Date** 2022-02-18
Client Reference No. - N° de référence du client 20202723	**GETS Ref. No. - N° de réf. de SEAG** PW-$$ZF-508-40579
File No. - N° de dossier 508zf.EN578-202723	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin

at - à **02:00 PM** Eastern Standard Time EST

on - le 2022-03-14 Heure Normale du l'Est HNE

F.O.B. - F.A.B.

Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Nomba Edoung, Dalida	**Buyer Id - Id de l'acheteur** 508zf
Telephone No. - N° de téléphone (873) 354-4885 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
PORTAGE III
11 LAURIER ST
National Capital Area (Gatineau)
Gatineau
Quebec
K1A0S5
Canada

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée See Herein – Voir ci-inclus	**Delivery Offered - Livraison proposée**

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N°de téléphone
Facsimile No. - N° de télécopieur

Issuing Office - Bureau de distribution
Linguistic Services Division / Division des services linguistiques
Les Terrasses de la Chaudière
10, rue Wellington, 5e étage
Gatineau
Québec
K1A 0S5

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature **Date**

Canada

PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)

REQUEST FOR INFORMATION (RFI)

FOR

AN ONLINE SECOND LANGUAGE SELF-STUDY PROGRAM, WHICH MAY INCLUDE TUTORING SERVICES

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1. Introduction

Public Services and Procurement Canada (PSPC) is working to identify with industry the capabilities and requirements for acquiring a second language self-learning program, which may include online tutoring services in order to support its various programs, operational needs and projects across Canada.

2. Objectives of the Request For Information

This request of information (RFI) seeks to obtain Industry comments and information on:

a)   Attachment A – The draft of Statement of work;

b)   Attachment B – Questions to Industry;

c)   Attachment C – Proposed costing model;

d)   Ideas related to the proposed procurement that might result in improvements and efficiencies to Canadians;

e)   Industry interest and readiness; and

f)   Understanding the impacts that this procurement may have on industry.

3.   Contents of this Request For Information

a) Attachment A – The draft of Statement of work;

b) Attachment B – Questions to Industry;

c) Attachment C – Proposed costing model;

d) Attachment D – Web Accessibility Requirements;

e) Annex A – Definitions and Acronyms.

Canada reserves the right to define the terms and conditions of any standing offer awarded under the National Master Standing Offer (NMSO) proposed as a result of industry consultation.

4.   Note to Respondents

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI, nor will this RFI result in the creation of any source list.

Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

5. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI, included but not limited to, expenses incurred for participating in any post submission meetings.

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6. Treatment of Responses

a) **Use of responses:** Responses will not be formally evaluated. However, the responses received may be used by the Government of Canada to develop or modify procurement strategies.

b) **Review team:** A review team comprised of PSPC and The Bureau representatives will review the responses. Canada reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.

d) **Clarifications:** Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

7. Submission of Responses

a) **Time and place for submission of responses**: Suppliers interested in providing a response should email their response to the Contracting Authority identified above by the time and date indicated on page 1 of this document.

b) **Responsibility for timely delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

8. Language of Response

Responses may be tabled in English or French at the preference of the Respondent.

9. Request for information authority

All inquiries and other communication related to the industry consultation process, including the submission of responses to the RFI, should be directed exclusively to the RFI Lead below:

Dalida Nomba
Supply Officer
Acquisitions Branch
Specialized Professional Services Procurement Directorate
Terrasses de la Chaudière
10 Wellington Street
Gatineau, Quebec K1A 0S5

Telephone : 873-354-4885
E-mail address: TPSGC.PAFormationLinguistique-APLanguageTraining.PWGSC@tpsgc-pwgsc.gc.ca

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ATTACHMENT A – Draft Statement of work

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1. Background

Language training services are designed to ensure compliance with Government of Canada official languages policies. Second-language training helps Government of Canada employees to achieve the level required for their positions on the Public Service Commission Second Language Evaluation, improve their second-language skills, maintain the skills they have acquired, and use their second language more effectively in the workplace.

2. Objectives

(a) The goal is to provide a large number of federal government employees across Canada with an opportunity to start, continue or finish learning English as a second language (ESL) or French as a second language (FSL), and to maintain their English or French skills, through an online web-based solution that includes distance tutoring.

(b) To achieve the objectives described below, Public Services and Procurement Canada (PSPC) is seeking an existing, fully managed software-as-a-service (SaaS) solution ("the Solution") to meet the needs of federal employees. The objectives include the following:

- Comply with official languages requirements (Canadian English and Canadian French);
- Provide learning content consistent with the qualification standards defined in Appendix 1, Qualification Standards in Relation to Official Languages, to Annex A, Statement of Work;
- Provide content that is relevant to Canadians;
- Comply with the Government of Canada Standard on Web Accessibility;
- Protect learners' personal information and data;
- Provide administrative functionality to designated users so that they can navigate freely without having to follow the learning path.

(c) To give all employees an opportunity to take training as permitted by their work schedules and/or personal and job-related obligations, PSPC favours a flexible learning approach that suits learners' varying schedules.

(d) Learners will have personal goals of starting, continuing, completing or maintaining their level and/or acquiring an A, B or C level to meet the language requirements of their positions.

3. Scope

3.1 General

The scope of work specified in this Statement of Work is to obtain an existing software-as-a-service solution that meets the technical requirements of the Statement of Work and addresses the needs of the Government. It also includes optional professional services.

3.2 Scope of professional services

The scope of professional services includes all work required for individual and group tutoring services (part-time or full-time) via telephone and online videoconferencing to start, continue, complete, or maintain ESL/FSL learning, depending on learners' needs, and educational assessments and follow-ups. The Contractor shall also provide resources to represent the Contractor in all matters related to the Work, as specified in **Section 5**. **Professional resources**

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3.3 Scope of the Self-Study Online Training Program (the "Solution")

For Stream 1 (ESL) and Stream 2 (FSL), the Contractor must provide an existing commercially available software-as-a-service solution that does not require additional research and development to meet Canada's functional requirements. **The Contractor must provide a solution that meets the following mandatory requirements.**

4. Mandatory requirements for the Self-Study Online Training Program (the "Solution")

4.1 General

Number	Requirements
4.1.1	The Solution proposed by the respondent should be capable of handling a minimum of 500 new registrations per year, up to about 10,000 registrations.
4.1.2	The Solution must be available in both of Canada's official languages (English and French). It must allow learners to choose the language of their interface, either English or French, regardless of the target language.
4.1.3	The Solution must be accessible to learners and designated users on the Internet 24 hours a day, 7 days a week, 365 days a year.
4.1.4	The Solution must update the learner's profile on the basis of his/her history and progress, taking into account the following: (a) Placement test results; (b) Level test results; (c) A personalized path or visual progression, both quantitative (hours of work, frequency, etc.) and qualitative (success rate, etc.); and (d) Learning objectives.
4.1.5	The Solution may give learners the option of choosing their own level in the target language for their learning path if they do not wish to follow the path suggested on the basis of the placement test.
4.1.6	The Solution must allow learners to return to an exercise in a previous module, either to review the content or to redo the exercise.
4.1.7	The Solution must be able to provide learners with feedback by informing them of their results after the placement test or a level test at the end of a module.
4.1.8	The Solution must provide audio activities, activities with visual aids and interactive activities at all language levels (A, B and C).
4.1.9	The Solution must include a "Support" section for learners that is accessible without logging in. The section must contain the following: 1) A Frequently Asked Questions (FAQ) page that provides answers to questions often asked by learners, including the following: (a) Questions about the Solution; (b) Questions about online learning; (c) Technical questions asked before registration; and (d) Technical questions asked after registration (e.g., forgotten password).

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4.1.10	The Solution must include a navigation aid that provides internal help and tips to learners as they navigate through the Solution. The navigation aid must include information and instructions on the following topics: (a) Quick-start guide; (b) Context; and (c) Various steps within activities, games or challenges (e.g., instructions for playing a game or listening to a sound bite) at all language levels (A, B and C)

4.2 Pedagogical approach (the "Solution")

The pedagogical approach taken by the Contractor refers to the steps and methods used to guide learners through the online learning process. **The Contractor must provide a solution that meets the following instructional requirements:**

Number	Requirements
4.2.1	The Solution must employ a progressive modular approach that allows learners to move from one level to the next. It must recognize that learners will not necessarily be at the same level in the three language skills of written comprehension, written expression and oral proficiency (as per the Government of Canada Qualification Standards in Relation to Official Languages (see Appendix 1 of Annex A)) and therefore allow learners to work on the skills at different levels at the same time.
4.2.2	The Solution must teach vocabulary, grammar and structures in context, as specified in Appendix 1, Qualification Standards in Relation to Official Languages, to Annex A, Statement of Work, and then apply what has been taught so that learners know how to use it in a real-world context.
4.2.3	The Solution must offer learners a placement test to establish their starting level when they first log in.

4.2.4	To help learners who choose not to take the placement test decide what level to start at, the Solution may offer a summary table/chart containing at least the following:
	   1) Number and stage of the level;
	
	   2) Tasks that the learner must be able to perform in order to meet the requirements of the level (e.g., introduce yourself, ask for directions); and
	
	   3) Experience that the learner must have to meet the requirements of the level (e.g., five years of French immersion elementary school).

4.2.5	The Solution must provide a computerized adaptive placement test, which evolves on the basis of the user's answers (e.g., if the learner answers a question correctly at the first level, the next question will be at a more advanced level).
4.2.6	The placement test offered by the Solution should be short (about 10 to 20 minutes) and allocate equal time for the assessment of each language skill.
4.2.7	The placement test offered by the Solution must assess the learner's level of knowledge for each of the language skills (written comprehension, written expression and oral proficiency) in order to establish the appropriate starting level (e.g., level 4 in oral proficiency, level 2 in written comprehension, and level 2 in written expression). The Contractor may use speech recognition to assess the learner's oral proficiency.
4.2.8	The placement test offered by the Solution must follow the levels in the Qualification Standards in Relation to Official Languages in Appendix 1 of Annex A, Statement of Work.

4.3 Administration module – Administration licence (the "Solution")

Designated users must have direct access to all of the Solution's content so that they can navigate freely without having to follow the learning path. They will be able to review content before it is published and to

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verify issues reported by learners. Designated users must also be able to directly download/export real-time statistical data on learners' usage of the Solution and their progress. **The Contractor must provide a solution with an administration module that meets the following requirements.**

Number	Requirements
4.3.1	The Offeror must provide designated users with access to an administration module (an administration licence) that: (a) provides access to educational content when follow-up is required in response to a learner comment; and (b) has real-time reporting capability for data analysis and monitoring.
4.3.2	The Solution must allow designated users to perform the following tasks: (a) Generate real-time reports based on number of learners, their progress and usage, in CSV, PDF or Microsoft Word format; (b) Select variables (specific month or fiscal year, or year-to-date) and data elements (specified in 4.3.4); (c) Access the available educational content for review prior to use or before updates. Designated users must be provided with a learner's licence so that they can access the content. They will not have to have permissions to update or modify content; (d) Access all stages of the learning program for administrative purposes; and (e) Use an English or French interface to interact with the administration module and produce reports in both official languages.
4.3.3	The Solution shall not track learner data or usage except as specified in Canada's documented requirements.
4.3.4	The Offeror must provide a virtual orientation session on how to use the training program to the Standing Offer Authority at the time of Standing Offer award. The Offeror may also be required to give additional sessions at the request of the Standing Offer Authority.
4.3.5	The following data elements are to be made available to designated users for various types of reports, depending on the users' requirements. The Offeror agrees to work with designated users to design reports as required by the Project Authority. The Offeror must not share learners' personal information with Canada in the learning administration module. Canada does not collect personal information in the context of language training. The system data must be up to date and accessible at all times throughout the training period so that learners can review it and designated users can obtain information and generate reports. Examples of variables that might be requested by designated users: {{TABLE}}

Table for 4.3.5:

Data element	Type/description
These data elements must be made available so that learner progress can be tracked anonymously	
Capability to select by month, fiscal year or year-to-date total is required	
Unique identifier	A number that uniquely identifies each learner
Target language	Based on the answer in the login questionnaire
Official language proficiency	Based on the answer in the login questionnaire
Mother tongue	Based on the answer in the login questionnaire
Learning objectives	Based on the answer in the login questionnaire
Registration date	(DD/MM/YYYY)
Level on the placement test	Example: 0; 1; 2; 3; 4; 5; 6; 7; 8; 9; 10; 11; 12
Total logins	Total
Learner status	Active, inactive
Total modules completed	Grand total
Total levels completed	Grand total

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Number	Requirements	
	Total learning hours (in a module)	Grand total, number of hours remaining
	These data elements must be made available so that usage statistics can be tracked for PSPC	
	Unique new registrations	Total
	First login after registration	Total
	Total logins	Total
	Learners who completed the placement test	Total
	Learners who have completed/advanced at least one level since the placement test	Total
	Active learners	Total
	Registration by target language: - French - English	Total
	Learners who completed all levels (example: up to 12) - French - English	Total

4.4 Educational content and language standards (the "Solution")

Educational content refers to all integrated documents and documents in the digital directory and to the practical exercises designed to help learners progress as they use the Solution.

The Offeror must provide a solution that is compliant with the following requirements of the **Government of Canada Qualification Standards in Relation to Official Languages (Appendix 1 to Annex A) for English and French content and Language Benchmarks**.

Number	Requirements
4.4.1	The Solution must offer an English as a Second Language (ESL) course and a French as a Second Language (FSL) course aligned with the Government of Canada's official language qualifications for learners from the beginner level (Level A) to the advanced level (Level C). The Government of Canada Qualification Standards in Relation to Official Languages are available at http://www.tbs-sct.gc.ca/gui/squn03-eng.asp.
4.4.2	The Solution must cover all three types of language skills specified in the Government of Canada Qualification Standards in Relation to Official Languages: written comprehension, written expression and oral proficiency for levels A (lowest), B or C (highest).
4.4.3	The Solution must provide modules that help the learner progress from the beginner level (Level A) to the advanced level (Level C) in a manner consistent with the Government of Canada Qualification Standards in Relation to Official Languages. * See Appendix 1 of Annex A for information about the structure of the three levels of the Government of Canada's official languages standards.
4.4.4	The learning content does not have to be identical in English and French; however, the Solution must provide similar content for ESL and FSL learners.

4.5 Accessibility, usability and interoperability (the "Solution")

All solutions that provide services to federal government employees on the Internet must be accessible, as per the Web Content Accessibility EN 301 549 (2018). **The Contractor must provide a solution**

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that meets the following accessibility, usability and interoperability requirements; this compliance must be maintained throughout the life of the SO.

Number	Requirements

4.5.1	The Solution must comply with all information and communications technology (ICT) components of the proposed solution must comply with the relevant accessibility requirements of EN 301 549 (2018), as specified in Appendix 3, ICT Accessibility Requirements, to Annex A, Statement of Work.
	
	Those components include, but are not limited to, the following:
	
	  - A virtual platform for tutoring;
	
	  - An online self-study program; and
	
	  - A learning management system,

4.5.2	All non-web electronic documents (e.g., PDF, Microsoft Word, Excel, and PowerPoint) must be in an accessible format that complies with clause 10 of EN 301 549 (2018), as specified in Appendix 3, ICT Accessibility Requirements, to Annex A. Electronic documents include, but are not limited to, the following:
	
	  - Instructional materials;
	  - Reports; and
	  - Email communications with Government of Canada employees.
	
	For practical guidance on creating accessible documents, see the Digital Accessibility Toolkit.
	
	Where documents are provided in multiple formats (e.g., a report provided in both PDF and Excel format), at least one of them must be accessible as specified in Appendix 3, ICT Accessibility Requirements, to Annex A. The information in the accessible version must be equivalent to the information in the inaccessible version. There must be a notice indicating which format is accessible.
	
	The virtual tutoring videoconference platform must provide a dial-up option so that learners can access the training by telephone.
	
	The virtual delivery system must be able to display captions for the classroom's audio component in accordance with clause 9.1.2.4, Captions (live), as specified in Appendix 3, ICT Accessibility Requirements, to Annex A. (Note that manual captioning service is only intended to be provided in response to a request for accommodation, at the designated user's expense.)
	
	Depending on accommodation requests, a specific virtual delivery system may be requested by the designated user, which both parties must agree upon. If the Offeror is not already using the agreed-upon virtual delivery system, the designated user will provide the system or be responsible for the cost.

4.6 Operating system compatibility

To ensure that as many learners and designated users as possible have access to the Solution, it must be offered on the Internet and as a mobile solution compatible with Android and iOS operating systems, such as the following:

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(a)   Windows 7 Service Pack 1 and higher with Google Chrome 77 and higher;
(b)   Windows 7 Service Pack 1 and higher with Firefox 69 and higher;
(c)   Windows 7 Service Pack 1 and higher with Internet Explorer 11 and higher;
(d)   MacOS 10.12 and higher with Google Chrome 77 and higher;
(e)   MacOS 10.12 and higher with Firefox 69 and higher; and
(f)   MacOS 10.12 and higher with Safari 10 and higher.

The Contractor must meet the following requirements for the web browser solution and the mobile solution.

4.7 Web browser solution (the "Solution")

The web browser solution <u>must</u> be the primary solution used by various operating systems.

Number	Requirements
4.7.1	The Solution <u>must</u> be accessible through web browsers from personal or desktop computing devices (desktops, laptops).
4.7.2	The web browser solution <u>must not</u> include any advertising.

4.8 Mobile solution for iOS and Android

To ensure that as many learners and designated users as possible can use the Solution, it <u>may</u> be offered for iOS and Android operating systems for mobile devices as shown in the image below.

Number	Requirements
4.8.1	The Solution <u>may</u> be offered in the Apple App Store for iPads and iPhones, and in the Google Play Store for tablets and Android cell phones.
4.8.2	The mobile solution for iOS and Android <u>may</u> provide an app launcher on the mobile device workspace. Once launched, the app will leverage the web solution and use a standards-based web browser engine (HTML, CSS, JavaScript, etc.).
4.8.3	The mobile solution for iOS and Android <u>must not</u> store learning or profile data locally on the mobile device.

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5. Professional resources (Language Services)

(a) The Contractor must provide all learners with the professional resources required for language training services when requested by the designated user. **The Contractor must ensure that professional resources are qualified and available for each of the categories below, as the resources will be required for the Statement of Work work. The same professional may satisfy the requirements of several categories.**

(b) All resources proposed by the Offeror must be proficient in the language being taught. All proposed resources must also be sufficiently proficient in the other official language to explain basic concepts regarding the language being taught. The pedagogical advisor must be able to discuss training-related matters with learners in their first official language. Canada reserves the right to verify that the resources' language proficiency is sufficient to meet the requirements of the Work.

(c) All resources must also be comfortable with IT tools (cameras, video, audio documents, website navigation, virtual platforms, etc.), be trained in the Offeror's methodology, and attend regular refresher sessions as needed.

(d) All proposed resources must be approved by the Standing Offer Authority <u>before</u> beginning their duties. To that end, the Offeror must submit all necessary documents to the Standing Offer Authority at least 10 business days before the resource starts work.

(e) When the Offeror proposes a resource for the first time, it must provide the Standing Offer Authority with proof of education* in the form of a copy of the document confirming the resource's level of education. The Standing Offer Authority may at any time require an original document or a true copy of the original.

* If the studies were completed at an institution outside Canada, only an attestation of equivalence granted by an accredited institution identified on the Canadian Information Centre for International Credentials website (https://www.cicic.ca/927/identify_the_organization_responsible_for_recognition.canada) will be accepted.

Number	Resource type
5.1	**Pedagogical advisor:** <u>Must</u> have experience supervising teaching resources (requirement 1 (a)) **and** satisfy one of the three options (requirements 2 (a), (b) or (c)) in the table below.

1. Supervision experience		
(a) At least 1,000 hours of experience since January 2012 supervising teaching resources who provide second-language training to adults (online or in the classroom)		
AND		
2. Teaching experience and education: One of options (a), (b) or (c) below		
(a) At least 4,800 hours of experience since January	(b) At least 3,000 hours of experience since January	(c) At least 3,800 hours of experience since

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Number	Resource type

2012 teaching English and/or French as a second language to adults	2012 teaching English and/or French as a second language to adults	January 2012 teaching English and/or French as a second language to adults
	AND	**AND**
	* A bachelor's, master's or doctoral degree from a recognized Canadian university	* A one-year full-time university qualification (for example, a certificate or a specialized graduate diploma) from a recognized Canadian university

Duties and responsibilities of the pedagogical advisor

(a) The pedagogical advisor is responsible for coaching and supervising a team of teaching resources.

(b) The pedagogical advisor must ensure that teaching resources have training in second-language teaching approaches and techniques for adults. To that end, the pedagogical advisor may offer the teaching resources one or more training sessions and pedagogical tools and reference materials. The pedagogical advisor should also offer coaching in the form of meetings, workshops, sharing of instructional materials, teaching observations, job shadowing with experienced teaching resources and any other method chosen for guiding and training the teaching resources.

(c) The pedagogical advisor must act as an instructionsal consultant. The pedagogical advisor must provide the teaching resources under his/her responsibility with advice and information on how to use the materials and on instructional best practices. The pedagogical advisor must also provide training on the online program and the virtual platform used for tutoring.

(d) The pedagogical advisor must ensure that the activities led by teaching resources are appropriate, relevant, varied and delivered effectively so that learners can achieve their objectives. Where this is not the case, the pedagogical advisor must monitor the teaching resource and provide him/her with additional tools (training, coaching, supplementary materials, etc.).

(e) The pedagogical advisor must ensure that teaching resources are well-prepared and begin classes on time. The materials and equipment required for learner training must be prepared and organized before class begins. Grading and reporting in the learning management system are to be completed after class.

(f) Where a learner is not progressing according to expectations, the pedagogical advisor must prepare a follow-up plan in conjunction with the teaching resource in order to meet

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Number	Resource type
	the learner's needs more effectively. The follow-up plan should identify realistic objectives and concrete means of achieving them. It will be given to the learner and the designated user on request. The pedagogical advisor will supervise each personalized follow-up plan and review it on a monthly basis. (g) The pedagogical advisor must regularly meet with his/her teaching resources to assess achievement of the objectives set for each learner and propose corrective measures, if necessary, particularly at the following junctures: • Progress checks • Reviews of follow-up plans for learners who are not progressing as expected.
5.2	**Second-language teacher:** <u>Must</u> have the education and experience to meet the requirements of option (a), (b) or (c) in the table below.

1. Teaching experience and education: One of options (a), (b) or (c) below		
(a) At least 3,000 hours of experience since January 2012 teaching English and/or French as a second language to adults	(b) At least 1,200 hours of experience since January 2012 teaching English and/or French as a second language to adults **AND** * A bachelor's, master's or doctoral degree from a recognized Canadian university	(c) At least 2,000 hours of experience since January 2012 teaching English and/or French as a second language to adults **AND** * A one-year full-time university qualification (for example, a certificate or a specialized graduate diploma) from a recognized Canadian university

Duties and responsibilities of second-language teachers

(a) Teaching resources are responsible for class preparation, including planning lessons and preparing the materials that will be used. Plans must be developed with a view to meeting the qualification standards (Appendix 1 to Annex A).
(b) Teaching resources must provide instructional activities that are appropriate to the learners' needs.
(c) Teaching resources must provide constant guidance; class preparation, planning and learning management system tasks must therefore be done before or after the tutoring sessions.
(d) Teaching resources must ensure that the tutoring is provided from a calm, quiet location conducive to learning.
(e) Teaching resources must regularly assess the learners' needs and adjust their teaching accordingly. The teaching resource must assess the learners' progress and update the learning management system. Teaching resources must not update the learning management system during tutoring.
(f) With the support of the pedagogical advisor, teaching resources must provide appropriate follow-up, identifying and analyzing learners' needs and difficulties and providing advice and

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Number	Resource type
	personalized support as required.
	(g) Teaching resources must follow up on the learners' progress using the learning management system, which must specify at least the following information for the current module/stage/lesson/session:
	(i) Each learner's progress against the learning objectives and the extent to which they were achieved during the learning period
	(ii) Areas for review or improvement
	(iii) Recommended learning activities and comments from the teaching resource and/or the pedagogical advisor
	(iv) Follow-up date
	(v) Date of the next follow-up meeting
	(vi) Name of the teaching resource or pedagogical advisor who did the follow-up

6. Registration procedures and conditions for the online self-study program (the "Solution")

Number	Requirements for Offerors
6.1	The Offeror must ensure that the registration procedures and training conditions are followed at all times. The designated user will have two business days to modify the registration in the event of an error. After receiving the call-up, the Offeror must provide the designated user with a dedicated registration link or links or a user code valid for the number of subscriptions purchased.
6.2	At initial login, the Solution must offer the learner a registration questionnaire to collect information about him/her and his/her learning objectives. The questionnaire must provide an individually assigned protected password for each user. The passwords must have the following features: (a) Generated automatically and/or chosen by the learner (b) Contain one or more security questions in case of loss (c) Have the capability to send out individual codes by email in case of loss (d) <u>May</u> include the data elements, questions and response choices indicated below <table><tr><th>Subject</th><th>Question</th><th>Answer choices</th></tr><tr><td>Email address</td><td>What is your email address?</td><td></td></tr><tr><td>Target language</td><td>Which language do you want to learn or retain?</td><td>French; English</td></tr><tr><td>Official language proficiency</td><td>Do you know English and French well enough to carry on a conversation? (Do not change this wording.)</td><td>English only; French only; English and French; Neither English nor French</td></tr><tr><td>Mother tongue</td><td>What language did you first learn at home in childhood and still understand? (Do not deviate from this wording.)</td><td>English; French; Other</td></tr></table>

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	Objectives	What are your reasons for using this application to learn or retain your second official language? Check all that apply.	Work: Yes/No Travel: Yes/No Get closer to the other language group: Yes/No Consume cultural content in the other language: Yes/No Intellectual health: Yes/No Curiosity: Yes/No Personal development: Yes/No Recreation: Yes/No Skills retention: Yes/No Other (Open response/all entries)
6.3	The Solution must create a learner profile at first login, using the information provided in the initial registration questionnaire.		
6.4	The Solution must allow learners to delete their profile. It must require the learner to give a reason for the deletion.		
6.5	The validity of each subscription acquired must begin when the learner registers and continue for the length of time indicated in the Standing Offer.		

7. Registration procedures and conditions for distance tutoring in support of the online self-study program (the "Solution")

Number	Requirements
7.1	The Offeror must ensure that the registration procedures and training conditions are followed at all times. The designated user will have two business days to modify the registration in the event of an error. Tutoring services will commence only after the learner's call-up is received by the Offeror. The registration form must contain the following information: (a) The name of the designated user; (b) The designated user's work email address; (c) The learner's name; (d) The learner's work email address; (e) The learner's work phone number; (f) The department, branch and region, selected from a drop-down list; (g) The name of the learner's manager; (h) The manager's work email address; (i) The training coordinator's name (if applicable); (j) The training coordinator's work email (if applicable); (k) The target language; (l) The target levels; (m) The weekly or total number of hours of tutoring authorized; and (n) The type of training approved (group part-time or intensive or individual) and any other information deemed relevant by the learner or designated user. After receiving the call-up, the Offeror must create the account, including a profile, and guide the learner through the procedures for the online placement test that will indicate his/her starting point in the program and for starting the training. The Offeror must also provide the learner with guidance on the oral proficiency assessment procedures.
7.2	1. The virtual platform used for online tutoring must have the following features:

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	(a) Video- and audio-conferencing (audio on the computer or by telephone with a Canadian telephone number); (b) Electronic whiteboards; (c) Screen and document sharing; (d) Option to upload an audio or video file; (e) Chat ; and (f) For group courses, the Offeror's virtual platform must be able to accommodate all learners at the same time. *** The virtual platform <u>must not</u> be used to record tutoring sessions that contain the learners' voice and/or image. This feature, which is often available on this type of platform, must be disabled when the learners' voice or image is included.** 2. The virtual platform <u>may</u> also have the following additional features: (a) The ability to give control to another user; (b) A tool to test the learner's connection and audio equipment; (c) The option for the learner to reserve sessions from the platform and have an agenda showing the various sessions reserved; (d) The ability to divide a group into subgroups; (e) The ability to send and receive; (f) The ability to remind moderators to disable the record function; (g) A notice visible to all participants when a session is being recorded (in case the record feature is activated by mistake); (h) A feature that prevents users from recording the audio or video feed, either with the native application or with third-party tools; and (i) A function that keeps participants anonymous during recording, such as image blurring and voice distortion, and does not display their real names.
7.3	The Offeror must comply with the following conditions in providing tutoring sessions: (a) At least one hour per session; (b) Monday through Friday except federal government statutory holidays (see Appendix 2); (c) Compliant with the Government of Canada Qualification Standards in Relation to Official Languages and using Canadian English and Canadian French; (d) An end-of-module oral test administered by a teaching resource or a pedagogical advisor (e) Interactive activities related to the work environment; (f) Acquisition of language skills (see Appendix 1) in relation to the skills evaluated by the Public Service Commission for levels A, B and C; and (g) The Offeror must provide technical training on the technological tools used in the tutoring sessions and ensure that teaching resources are able to use the technological tools properly. The Offeror must intervene when there is a problem that could disrupt the training (e.g., absenteeism, late arrivals, early departures, conflicts between learners, or poor communication or disrespect between a teaching resource and a learner or learners). The Offeror must propose solutions, in conjunction with the pedagogical advisor, to address the situation and ensure that teaching practices are tailored to the learners' needs. The Offeror must follow up with the parties involved. The Offeror must intervene with learners and/or teaching resources at the request of a learner, a teaching resource, a pedagogical advisor, the Standing Offer Authority or the designated user. When an intervention request is made, the training coordinator must provide the designated user with an intervention report the next business day.

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8. Assessment of learners

Number	Requirements
8.1	**Assessment of oral proficiency:** The interview (oral interaction) must be of sufficient length to make it possible to assess the starting point of the learner's online training program. The interview must be conducted by a pedagogical advisor or a teaching resource via video-conference or telephone (as chosen by the learner). The interview questions must be standardized.
8.2	**Part-time group tutoring:** For placement purposes, the Offeror must assess each learner registering for part-time group tutoring.
	The online placement test must assess the starting point of the learner's online training program. The placement test must use a standardized approach and include a written test to assess the learner's written expression and reading comprehension in the second language. It may also include an assessment of listening comprehension.
	The Offeror must form the groups. A group must be composed of at least three learners and no more than four learners. The group tutoring sessions will be conducted via online video-conferencing. Each group tutoring session must be 12 weeks in length, with one or two 2-hour classes per week, depending on the call-up.
	The part-time group tutoring schedule must indicate the 2-hour time periods (and time zone). The part-time group tutoring must be given between 7:00 a.m. and 6:00 p.m. (learner's time). If requested, the Offeror may also provide part-time group tutoring outside these hours. The Offeror must provide, at a minimum, if there are sufficient registrations, part-time group tutoring sessions beginning the week of the first Monday of each month.
8.3	**Full-time group tutoring:** For placement purposes, the Offeror must assess each learner registering for full-time group tutoring. The assessment must include two components: oral proficiency and an online placement test (see Sections 8.1 and 8.2).
	The Offeror must form the groups. A group must be composed of at least three (3) learners and no more than four (4) learners. The group tutoring sessions will be conducted via online videoconferencing. Each group tutoring session must be 12 weeks in length, with three hours of group tutoring per day, Monday through Friday (excluding statutory holidays). The tutoring hours must be divided into two or three sessions per day, depending on the Offeror's schedule, but the daily total must be three hours. Each learner in the group must also receive one hour of individual tutoring per week. The individual tutoring hour cannot be rescheduled from one week to the next if missed by the learner. A learner who misses his/her tutoring hour will be considered absent for that hour of training, which cannot be rescheduled to another time during the week. All tutoring hours must fall within an eight-hour period (e.g., 8:00 a.m. to 4:00 p.m.). The eight-hour period must be between 7:00 a.m. and 6:00 p.m. (learner's local time).
	The intensive group tutoring schedule must indicate the eight-hour period (noting the time zone) in which the tutoring will take place.
	The Offeror must provide, at a minimum, if there are sufficient registrations, intensive group tutoring sessions beginning every three months. The intensive group tutoring schedule must allow a learner to enrol from one training session to the next with no gap week(s) in the schedule.
	The Offeror must provide the learners with self-study exercises/modules to be completed before the next scheduled tutoring session. It is understood that learners enrolled in this type of training will spend a total of 6 to 7.5 hours per day on their language training.

9. Procedures for replacing a teaching resource

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Number	Requirements
9.1	**Individual and group tutoring:** If a teaching resource is unexpectedly absent, the Offeror must provide a replacement. Only teaching resources that are approved by the Standing Offer Authority and meet the requirements set out in Section 5.2 may be used as replacement teaching resources. If a replacement cannot be found, the Offeror must inform the **designated** user and the learner(s) at least 30 minutes before the start of the tutoring. If, for reasons beyond the Offeror's control, the teaching resource cannot be replaced before the tutoring starts, the Offeror may postpone the tutoring to a time within the call-up period, depending on the availability of the learner(s). If the tutoring cannot be rescheduled within the call-up period, the call-up will be amended to reflect the change in the service provided. If a teaching resource has to be replaced permanently, the Offeror must inform the learners and the designated users as soon as possible.

10. Quality standards

Number	Requirements
10.1	**Observation of virtual classroom instruction** The Standing Offer Authority or designated user reserves the right to conduct virtual classroom observations with 24 hours' notice to ensure that the training meets the Standing Offer's requirements. If the instruction observed does not meet these requirements, follow-up must be performed by the Offeror. If the instruction fails to meet the requirements in a second evaluation by Canada, the teaching resource will no longer be able to teach under the Standing Offer.
10.2	**Code of conduct:** The Offeror and its personnel must: a) avoid any conduct involving deceit, dishonesty, misrepresentation, unprofessional communication, harassment, discrimination or any other actions that may cause physical, emotional or psychological injury; b) create, through their attitude, a positive learning and working environment and encourage the learner(s) to follow their lead by always exhibiting positive, professional behaviour; c) treat learners with respect and be tolerant of different cultural values in a multicultural environment; d) strive to foster an atmosphere of mutual trust among learners; and e) work in an open-minded, honest and transparent manner that encourages engagement, collaboration and respectful communication.
10.3	**Quality assurance:** The quality of the services provided may be evaluated by the Standing Offer Authority (or designate) by the following means: (a) An online evaluation; (b) Verification of the monitoring notes entered in the learning management system by the teaching resources and/or pedagogical advisors; (c) Tutoring session observations; (d) Validation of the qualifications required in the Standing Offer for the Offeror's resources; and (e) Any other verification that the Standing Offer Authority deems necessary and authorizes. In the event the services provided by the Offeror do not meet the requirements of this Statement of Work, the Standing Offer Authority will notify the Offeror. The Offeror must provide a corrective action plan addressing the deficiencies and detailing the actions taken and/or to be taken within the timeframe prescribed by the Standing Offer Authority. If any program activities are considered unsuitable by the Standing Offer Authority (e.g., inappropriate images or comments), adjustments must be proposed by the Offeror, at the Offeror's expense.

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ATTACHMENT A – APPENDIX 1

QUALIFICATION STANDARDS IN RELATION TO OFFICIAL LANGUAGES

http://www.tbs-sct.gc.ca/gui/squn03-eng.asp

Introduction

These qualification standards apply to positions requiring the use of both official languages – English and French. They define the levels of proficiency for each of the three language skills:

- Written Comprehension in the Second Official Language
- Written Expression in the Second Official Language
- Oral Proficiency in the Second Official Language

There are two types of language qualifications for bilingual positions:

- General second official language qualifications – A, B or C
- Specific language qualifications requiring Code P

Official language qualifications are identified objectively and are relevant to the duties and responsibilities of the position as it relates to communications with and services to the public and language of work.

The web-based tool Determining the Linguistic Profile of Bilingual Positions is available to help managers establish the linguistic profile of positions. A printable final report presents the profile and the functions associated with a particular position.

Application

These standards apply to all institutions subject to Schedules I and IV of the *Financial Administration Act.*

Related requirements

Institutions also apply the following requirements:
- Policy on Official Languages – for institutions subject to Parts IV, V and VI and section 91 of the *Official Languages Act*
- Directive on Official Languages for People Management – for institutions subject to the *Public Service Employment Act*
- Directive on Official Languages for People Management – for institutions subject to Schedules I and IV of the *Financial Administration Act*

General second official language qualifications

Second official language qualifications and proficiency levels are identified objectively and are relevant to the duties and responsibilities of the position as it relates to communications with and services to the public and language of work.

Tests used to assess proficiency levels for general second language qualifications – A, B, or C – in written comprehension, written expression and oral proficiency are prescribed by the Public Service Commission.

These tests and standards apply to all occupational groups.

There are three levels of proficiency for general second official language qualifications:
- A (lowest)

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- B
- C (highest)

They are cumulative:

Level	A	B	C
Can achieve:	Level A tasks	Level A tasks Level B tasks	Level A tasks Level B tasks Level C tasks

When a skill is not required, a dash ("-") is used in the linguistic profile instead of a proficiency level.
There are also two additional possible language test results: X and E.
An X indicates that the individual's performance does not meet the minimum requirements for Level A for this skill.
Individuals with an E are exempted indefinitely from further language testing for this skill. Their second-language test performance indicates that they can be expected to maintain their second-language proficiency at Level C indefinitely.
An exemption is not a proficiency level and is not used in the language profile of bilingual positions.

1.1 Written Comprehension in the Second Official Language – Proficiency Level A

Standard description
Level A is the minimum level of second-language written comprehension skill for positions that require the comprehension of texts on topics of limited scope.
A person reading at this level can
- fully understand very simple texts;
- grasp the main idea of texts about familiar topics; and
- read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks.
A person at this level would not be expected to read and understand detailed information.

Examples
A person at this level can read
- internal correspondence
- letters
- email messages
- routine forms (e.g., requisitions, invoices)
- very simple texts

  In order to
- file
- distribute
- pick out specific units of information (e.g., dates, numbers, names)
- process routine requests (e.g., requisitions, work orders, invoices)
- fully understand very simple texts
- understand the general idea regarding familiar, work-related topics
- carry out routine, simple actions (e.g., understand photocopying instructions, order office supplies, read a meeting agenda)

1.2 Written Comprehension in the Second Official Language – Proficiency Level B

Standard description

Level B is the minimum level of second-language written comprehension skill for positions that require comprehension of most descriptive or factual material on work-related topics.

A person reading at this level can

- grasp the main idea of most work-related texts;
- identify specific details; and
- distinguish main from subsidiary ideas.

A person at this level will have difficulty reading texts using complex grammar and less common vocabulary.

Examples

A person at this level can carry out Level A activities and read work-related

- reference materials
- reports
- articles
- notices

In order to

- extract information or specific details required for the job
- understand the general idea of the content
- verify that the content is factually correct when the text was prepared by others

1.3 Written Comprehension in the Second Official Language – Proficiency Level C

Standard description

Level C is the minimum level of second-language written comprehension skill for positions that require comprehension of texts dealing with a wide variety of work-related topics.

A person reading at this level can

- understand most complex details, inferences and fine points of meaning; and
- fully understand specialized or less familiar material.

A person at this level may miss some seldom-used expressions and have some difficulty with very complex grammatical structures.

Examples

A person at this level can carry out Level A and B activities and read work-related

- policy papers
- research papers
- technical reports
- books
- complex contracts or specifications
- legislation or regulations

In order to

- ensure completeness and accuracy
- extract details for action or interpretation
- review for meaning and tone when the material was prepared by others
- gain an in-depth understanding of the content
- assess implications
- provide comments
- make recommendations

2.1 Written Expression in the Second Official Language – Proficiency Level A

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Standard description

Level A is the minimum level of second-language written expression skill for positions that require writing simple units of information in the second language.

A person writing at this level can

- write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.

A person at this level is expected to make errors of grammar, vocabulary and spelling. These errors are acceptable as long as the message is understandable.

Examples

A person at this level can write

- isolated words
- simple phrases
- simple messages
- lists (e.g., items, names, activities)
- titles or subject headings
- brief notes

In order to

- fill out a form or report related to his/her duties
- note simple point-form messages
- complete an index or table of contents
- request and provide simple information
- use templates in familiar situations

2.2 Written Expression in the Second Official Language – Proficiency Level B

Standard description

Level B is the minimum level of second-language written expression skill for positions that require writing short descriptive or factual texts in the second language.

A person writing at this level

- has sufficient proficiency in grammar and vocabulary to provide explicit information on work-related topics.

A person at this level will communicate the basic information, but the text will require some corrections in grammar and vocabulary and revision for style.

Examples

A person at this level can carry out Level A activities and write work-related

- short, routine messages
- short texts
- short descriptions
- brief comments
- simple, factual correspondence or directives

In order to

- adapt templates by adding a few words or slightly modifying the content
- request or provide information, explanations or instructions
- explain or request that action be taken
- formulate observations
- present conclusions
- summarize a text or meeting in point form

2.3 Written Expression in the Second Official Language – Proficiency Level C

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Standard description
Level C is the level of second-language written expression skill for positions that require writing explanations or descriptions in a variety of informal and formal work-related situations.
A person writing at this level can

- write texts where ideas are developed and presented in a coherent manner.

A person at this level will use vocabulary, grammar and spelling that are generally appropriate and require few corrections. A person at this level can also edit texts to improve meaning, tone, clarity and conciseness.

Examples
A person at this level can carry out Level A and B activities and write work-related

- correspondence
- briefing notes
- memoranda
- reports
- recommendations
- research papers
- comprehensive summaries
- detailed presentations

In order to

- provide or request detailed facts and reasons
- provide information or comment on contentious issues

3.1 Oral Proficiency in the Second Official Language – Level A

Standard description
Level A is the minimum level of second-language oral proficiency for positions that require simple and repetitive use of the second language in routine work situations.
A person conversing at this level can

- ask and answer simple questions;
- give simple instructions;
- give uncomplicated directions relating to routine work situations.

Persons at this level make many errors and have deficiencies in grammar, pronunciation, vocabulary and fluency, which may interfere with the clarity of the message. A person at this level may have problems understanding conversation carried on at a normal pace, and some repetition may be required.

Examples
A person at this level can

- ask and answer simple questions about names, addresses, dates, times or numbers;
- make requests to co-workers or other employees and respond to such requests about simple and uncomplicated matters;
- give and follow simple directions and instructions;
- provide short, repetitive answers or information; and
- exchange common courtesies (e.g., thank you, you're welcome, have a nice day).

3.2 Oral Proficiency in the Second Official Language – Level B

Standard description
Level B is the minimum level of second language oral proficiency for positions that require departure from routine use of the second language.
A person conversing at this level can

- carry on a conversation on concrete topics;

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- report on actions taken;
- give straightforward instructions to employees; and
- provide factual descriptions and explanations.

A person at this level may make errors and have deficiencies in grammar, pronunciation, vocabulary and fluency, but they do not seriously interfere with communication.

A person at this level may have difficulty dealing with situations involving hypothetical ideas.

A person at this level should not be expected to cope with situations that are sensitive or require the understanding or expression of subtle or abstract ideas.

Examples

A person at this level can carry out Level A activities and can

- give and follow straightforward instructions or explanations about how work is to be done, what information is needed and what steps or alternatives are to be followed;
- give factual accounts of actions taken or events that have occurred;
- handle requests for routine information from other employees or members of the public, either by telephone or in face-to-face conversations (e.g., about such things as services, publications, or staffing actions);
- take part in departmental or interdepartmental meetings regarding factual, concrete and non-routine topics, and/or informal meetings or work sessions;
- deliver presentations on concrete topics, and answer factual follow-up questions; and
- answer the telephone, understand simple requests, redirect calls as appropriate, and/or explain to others how to complete a form.

3.3 Oral Proficiency in the Second Official Language – Level C

Standard description

Level C is the minimum level of second-language oral proficiency for positions that require the handling of unfamiliar work-related topics or of sensitive situations involving the understanding and expression of subtle, abstract, or complicated ideas.

A person conversing at this level can

- support opinions; and
- discuss hypothetical and conditional ideas.

A person at this level may not have the ease and fluency of a native speaker. A person at this level may make errors and have deficiencies in grammar, pronunciation and vocabulary, but they rarely interfere with communication.

Examples

A person at this level can carry out Level A and B activities and can

- give and understand explanations and descriptions involving complicated details, hypothetical questions, or complex and abstract ideas;
- give and understand detailed accounts of events, actions taken, or procedures to be followed;
- discuss and explain policies, procedures, regulations, programs and services relating to an area of work;
- deal with situations requiring persuasion/negotiation and complex arguments, and/or a seamless exchange of ideas in both official languages;
- deliver presentations on complex topics, and answer follow-up questions and/or conduct training sessions;
- counsel and give advice to employees or clients on sensitive or complex issues; and
- participate as a member of a selection board, interview board, or assessment team as an integral part of the job functions.

ATTACHMENT A – APPENDIX 2

STATUTORY HOLIDAYS

The following days are designated holidays for federal government learners. When a holiday falls on a weekend, it is moved to the next business day.

(a) New Year's Day (January 1)
(b) Good Friday
(c) Easter Monday
(d) Victoria Day
(e) June 24 (for services provided to learners working in Quebec)
(f) Canada Day (July 1)
(g) Provincial civic holiday (first Monday in August, except for services provided to learners working in Quebec)
(h) Labour Day (first Monday in September)
(i) National Truth and Reconciliation Day (September 30)
(j) Thanksgiving (second Monday in October)
(k) Remembrance Day (November 11)
(l) Christmas Day (December 25)
(m) Boxing Day (December 26)

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ATTACHMENT B – Questions to Industry

Some of the questions below are based on **Attachment A – Draft Statement of Work**.To the extent that the RFI is for industry's perspective on the attached requirements, Respondents are encouraged to respond to the questions below. Respondents are encouraged to submit responses to as many questions as possible; however, they may choose to answer only certain questions.

GÉNÉRAL QUESTION
Q.1 Would your company/organization be interested in bidding on any call for tenders that may be issued for this requirement?

QUESTIONS RELATING TO ATTACHMENT A – DRAFT STATEMENT OF WORK
Q.2 Attachment A – Article 4.3 - Administration module – Administration licence (the "Solution")
What reporting formats does your Solution produce and download by Designated Users? Formats?   ☐ CSV;   ☐ PDF;   ☐ Microsoft Word: ☐ No report can be produced; and   ☐ Other, explain
Q.3 Attachment A - Section 4.5 - Accessibility, Usability and Interoperability (the "Solution"). Are you currently compliant with the European standard on "accessibility requirements suitable for public procurement of ICT products and services"? (see Attachment D – Web Accessibility Requirements)
☐ I have read Attachment D - Web Accessibility Criteria and the proposed solution already fully complies with the accessibility requirements and I can provide an accessibility conformance report based on Voluntary Product Accessibility Template (VPAT) 2.0 or higher. Please indicate if you use more than one mechanism or technique to assess compliance.
☐ I have read Attachment D - Web Accessibility Criteria and the proposed solution will be made fully compliant within 24 months of Standing Offer award. I will be able to provide a remediation plan (roadmap) prior to Standing Offer award to demonstrate my future compliance with this requirement.
☐ I have read Attachment D - Web Accessibility Criteria and the proposed solution will be made fully compliant within 36 months of Standing Offer award. I will be able to provide a remediation plan (roadmap) prior to Standing Offer award to demonstrate my future compliance with this requirement.
☐ I have read Attachment D - Web Accessibility Criteria and the proposed solution cannot be made compliant for technical or other reasons.
☐ Others comments/suggestions : explain
Q.4 Attachment A - Article 4.8 - Mobile solution for iOS and Android

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Requirements for accessibility on mobile devices

The ability to reach as many federal public servants as possible is key to the success of this initiative and most of them have computers for work, traditional personal computers and mobile devices (tablets and smart phones). The solution must be available on computers and could be available on devices.

(a) The Solution may be available on mobile devices. Can your solution be made available on a mobile device and made available in the respective app stores (such as App Store, Blackberry World, Google Play etc.)?

(b) If your answer to Q.2 (a) above is positive, do the learner registration procedures remain the same as those for web browser users? See Article 6. Registration procedures and terms and conditions of the online self-learning program (the "Solution")

(c) How do the payment terms for learner registration via mobile devices differ from those via web browser? Considering that Canada is subject to a legal regulation on financial expenditure authorizations, which stipulates that only designated users can acquire online self-learning solutions as well as language training services for any department and that we want to ensure that a learner does not self-pay using a personal credit card.

(d) Is your solution available when internet connectivity is not available?

Q.5 Attachment A – Section 5 - Professional Resources (Language Services)

(a) Are the resource qualifications reasonable?

(b) Do you have other qualification models to suggest?

Q.6 Attachment A - Article 6 - Registration procedures and terms and conditions of the online self-learning program (the "Solution")

Subscription cancellation policy

Considering that the validity of each subscription acquired must begin upon registration of the learner in accordance with the requirements set out in section 6 of the statement of work and be valid for the determined duration of the call-up:

(a) What notice would you accept for the cancellation of a subscription without charge before the training starting?

(b) What notice would you accept for the cancellation of a subscription with or without charge after the start of the training?

(c) How do you establish cancellation fees if applicable?

Other comments/suggestions : explain

Q.7   Attachment A - Article 6 - Registration procedures and terms and conditions of the online self-learning program (the "Solution")

Postponement of subscription to a later date

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Considering that the validity of each subscription acquired must begin upon registration of the learner in accordance with the requirements set out in section 6 of the statement of work and be valid for the determined duration of the call-up:

(a) What notice would you accept for the postponement of a free subscription <u>before the training starting</u>?

(b) What notice would you accept for the postponement of a free subscription <u>after the training starting</u>?

Other comments/suggestions : explain

Q.8 Attachment A - Article 8 - Learner Assessment

Part-time or full-time group remote tutoring services

In order to maximize online self-study training, Canada wishes to offer group tutoring services in accordance with the requirements set out in Section 8, of the Statement of Work:

(a) Would it be reasonable/desirable to form part-time or full-time groups, from a minimum of 3 learners to a maximum of 4 learners given that each learner completes their self-study training online at his own pace?
(b) Would increasing the maximum number of learners per group greatly affect the quality of the services offered by teachers?
(c) Other comments/suggestions: explain

OTHERS COMMENTS AND SUGGESTIONS
(Attachment A)

Q.9 Do you have any other comments or suggestions on the Draft Statement of Work?

(a) Would your company/organization be able to provide services in accordance with the SOW?

(i) If not, please indicate which services you could not cover under your current services or which you plan to cover in the future?
(iii) Are there other options to consider for service delivery?

(b) Others comments/suggestions : explain

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ATTACHMENT C – Proposed costing model

1. Subscription period

Canada would like to review license subscription terms for users.

1.1 How long does it take a learner on average to go from a beginner level to an intermediate level according to your self-learning Solution/platform and according to your pedological approach?

- a. In number of days?
- b. In number of weeks?
- c. In number of months?
- d. Other?

1.2 Considering your responses at Q 1.1 above, what is/are your subscription(s) model(s)?

- a. Per user, per month?
- b. Per user, per year?
- c. Per group of users, per month, please specified how many usuers per group?
- d. Per group of users, per year, please specified how many usuers per group?
- e. Other?

2. Licence agreement

Canada would like to review different options for the licensing arrangements for platform usage.

2.1 What unit of measurement would you normally use to sell your subscription or license?

- a. According to a hierarchical pricing strategy? Complete table provided in Tables 1 and 2 below.
- b. According to an unlimited pricing strategy (from how many users do you consider the unlimited subscription?) ?
- c. According to a user pricing strategy?
- d. According to a pricing strategy based on actual consumption?
- e. Other?

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Table 1 – Tiered pricing strategy per month

To be completed by the respondent if a tiered pricing model is recommended.

Price by User per month					
	A	B	C	D	E
Number of users	Year 1	Year 2	Year 3	Year 4	Year 5
Less than 100					
101 – 200					
201 – 300					
301 – 400					
401 – 500					
501 – 600					
601 – 700					
701 – 800					
801 – 900					
901 – 1000					
Unlimited (from how many users do you consider the unlimited subscription?)					

Table 2 – Tiered pricing strategy per year

To be completed by the respondent if a tiered pricing model is recommended.

Price by User per year					
	A	B	C	D	E
Number of users	Year 1	Year 2	Year 3	Year 4	Year 5
Less than 100					
101 – 200					
201 – 300					
301 – 400					
401 – 500					
501 – 600					
601 – 700					
701 – 800					
801 – 900					
901 – 1000					
Unlimited (from how many users do you consider the unlimited					

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subscription?)					

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ATTACHMENT D – Web Accessibility Requirements

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ICT Accessibility Requirements (Based on EN 301 549 v2.1.2)

What is ICT?

Information and Communications Technology (ICT) includes hardware, software, voice communication, video capabilities and digital content (including web and non-web based information).

What is ICT accessibility and why is it important?

"ICT accessibility ensures that people with and without disabilities can access the same information, perform the same tasks, and receive the same services using information technology. It is the digital equivalent to accessibility in the physical environment —the curb cuts, ramps, railings, etc., of the digital age. While ICT accessibility can provide usability benefits to everyone who uses ICT, it is a vital necessity to many people with disabilities." - NASCIO - Accessibility in IT Procurement

About this document

This document lists relevant ICT accessibility requirements from the EN 301 549 v2.1.2 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services", which includes the Web Content Accessibility Guidelines (WCAG) 2.1 level AA.

At first glance, some requirements may appear to be unrelated to this product or service. They have been included for consideration since the full feature set of a Vendor's product or service may not be known. For example, a video may be embedded into product documentation, so accessibility requirements for video and audio may become relevant.

Appendices include definitions, references, and practical guidance on creating accessible documentation.

Sources used to compile this document

- EN 301 549 v2.12 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services" (PDF)
- Web Content Accessibility Guidelines (WCAG) 2.1 (W3C Recommendation 05 June 2018)
- Understanding WCAG 2.1 (Updated 16 November 2018)
- How to Meet WCAG 2.1 (Quick Reference)
- VPAT® 2.3 EU

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Part A - Functional performance statements

These are explanatory (non-testable) statements that introduce the core aspects that the offered product or service must provide to be considered accessible.

4.2.1. Usage without vision: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.

- NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.
- NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.

4.2.2. Usage with limited vision: Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.

- NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.
- NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
- NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).

4.2.3. Usage without perception of colour: Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.

- NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.

4.2.4. Usage without hearing: Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.

- NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.

4.2.5. Usage with limited hearing: Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.

- NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.
- NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).

4.2.6. Usage without vocal capability: Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.

- NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.

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- NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.

4.2.7. Usage with limited manipulation or strength: Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.

- NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependant gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.
- NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.
- NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.

4.2.8. Usage with limited reach: Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.

- NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.

4.2.9. Minimize photosensitive seizure triggers: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.

- NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.

4.2.10. Usage with limited cognition: Some users will need the ICT to provide features that make it simpler and easier to use.

- NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.
- NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.

4.2.11. Privacy: Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.

- NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.

Part B - Functional accessibility requirements

Explanation of the table columns

- **"EN 301 549 clause"** includes all clauses of the EN 301 549 v2.12 that may apply to the ICT product or service. If WCAG 2.1 is referenced, we include the full text of the WCAG success criterion along with links to the criterion, "Understanding the requirement", "How to meet the requirement" and definitions of standardized words.
- **"Determination of compliance"** describes how to test if you have met the requirement. These are copied from EN 301 549 v2.12 Annex C.

Scope

The following Functional Accessibility Requirements are applicable to the Functional Performance Statements in Part A. If a solution meets all of these it is considered to have met the Functional Performance Statements and is therefore deemed to conform with EN 301 549 v2.12.

Clauses 5, 5.2, 6, 6.1, 6.2, 6.2.1, 6.2.1.1, 6.2.1.2, 6.2.2, 6.2.2.1, 6.2.2.2, 6.2.3, 6.2.4, 6.3, 6.4, 6.5, 6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.6, 7, 7.1, 7.1.1, 7.1.2, 7.1.3, 7.2, 7.2.1, 7.2.2, 7.2.3, 7.3, 9, 9.0, 9.1, 9.1.1, 9.1.1.1, 9.1.2, 9.1.2.1, 9.1.2.2, 9.1.2.3, 9.1.2.4, 9.1.2.5, 9.1.3, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4, 9.1.4.1, 9.1.4.2, 9.1.4.3, 9.1.4.4, 9.1.4.5, 9.1.4.10, 9.1.4.11, 9.1.4.12, 9.1.4.13, 9.2, 9.2.1, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2, 9.2.2.1, 9.2.2.2, 9.2.3, 9.2.3.1, 9.2.4, 9.2.4.1, 9.2.4.2, 9.2.4.3, 9.2.4.4, 9.2.4.5, 9.2.4.6, 9.2.4.7, 9.2.5, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3, 9.3.1, 9.3.1.1, 9.3.1.2, 9.3.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4, 9.4.1, 9.4.1.1, 9.4.1.2, 9.4.1.3, 9.5, 10, 10.0, 10.1, 10.1.1, 10.1.1.1, 10.1.2, 10.1.2.1, 10.1.2.2, 10.1.2.3, 10.1.2.4, 10.1.2.5, 10.1.3, 10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4, 10.1.3.5, 10.1.4, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5, 10.1.4.10, 10.1.4.11, 10.1.4.12, 10.1.4.13, 10.2, 10.2.1, 10.2.1.1, 10.2.1.2, 10.2.1.4, 10.2.2, 10.2.2.1, 10.2.2.2, 10.2.3, 10.2.3.1, 10.2.4, 10.2.4.2, 10.2.4.3, 10.2.4.4, 10.2.4.6, 10.2.4.7, 10.2.5, 10.2.5.1, 10.2.5.2, 10.2.5.3, 10.2.5.4, 10.3, 10.3.1, 10.3.1.1, 10.3.1.2, 10.3.2, 10.3.2.1, 10.3.2.2, 10.3.3, 10.3.3.1, 10.3.3.2, 10.3.3.3, 10.3.3.4, 10.4, 10.4.1, 10.4.1.1, 10.4.1.2, 10.5, 10.6, 11, 11.0, 11.1, 11.1.1, 11.1.1.1, 11.1.1.1.1, 11.1.1.1.2, 11.1.2, 11.1.2.1, 11.1.2.1.1, 11.1.2.1.2, 11.1.2.1.2.1, 11.1.2.1.2.2, 11.1.2.2, 11.1.2.3, 11.1.2.3.1, 11.1.2.3.2, 11.1.2.4, 11.1.2.5, 11.1.3, 11.1.3.1, 11.1.3.1.1, 11.1.3.1.2, 11.1.3.2, 11.1.3.2.1, 11.1.3.2.2, 11.1.3.3, 11.1.3.4, 11.1.3.5, 11.1.4, 11.1.4.1, 11.1.4.2, 11.1.4.3, 11.1.4.4, 11.1.4.4.1, 11.1.4.4.2, 11.1.4.5, 11.1.4.5.1, 11.1.4.5.2, 11.1.4.10, 11.1.4.10.1, 11.1.4.10.2, 11.1.4.11, 11.1.4.12, 11.1.4.13, 11.2, 11.2.1, 11.2.1.1, 11.2.1.1.1, 11.2.1.1.2, 11.2.1.2, 11.2.1.4, 11.2.1.4.1, 11.2.1.4.2, 11.2.2, 11.2.2.1, 11.2.2.2, 11.2.3, 11.2.3.1, 11.2.4, 11.2.4.3, 11.2.4.4, 11.2.4.6, 11.2.4.7, 11.2.5, 11.2.5.1, 11.2.5.2, 11.2.5.3, 11.2.5.4, 11.3, 11.3.1, 11.3.1.1, 11.3.1.1.1, 11.3.1.1.2, 11.3.2, 11.3.2.1, 11.3.2.2, 11.3.3, 11.3.3.1, 11.3.3.1.1, 11.3.3.1.2, 11.3.3.2, 11.3.3.3, 11.3.3.4, 11.4, 11.4.1, 11.4.1.1, 11.4.1.1.1, 11.4.1.1.2, 11.4.1.2, 11.4.1.2.1, 11.4.1.2.2, 11.5, 11.5.1, 11.5.2, 11.5.2.1, 11.5.2.2, 11.5.2.3, 11.5.2.5, 11.5.2.6, 11.5.2.7, 11.5.2.8, 11.5.2.9, 11.5.2.10, 11.5.2.11, 11.5.2.12, 11.5.2.13, 11.5.2.14, 11.5.2.15, 11.5.2.16, 11.5.2.17, 11.6, 11.6.2, 11.7, 12, 12.1, 12.1.1, 12.1.2, 12.2, 12.2.1, 12.2.2, 12.2.3, 12.2.4, 13, 13.2 and 13.3 have been deemed relevant to this ICT.

EN 301 549 clause	Determination of compliance
5 Generic requirements	---
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.	**C.5.2 Activation of accessibility features** Type of assessment Inspection Pre-conditions 1. The ICT has documented accessibility features to meet a specific need.

EN 301 549 clause	Determination of compliance
	Procedure 1. Check that it is possible to activate those accessibility features without relying on a method that does not support that need. Result Pass: Check 1 is true Fail: Check 1 is false
6 ICT with two-way voice communication	---
6.1 Audio bandwidth for speech Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz. NOTE 1: For the purposes of interoperability, support of Recommendation ITU-T G.722 [i.21] is widely used. NOTE 2: Where codec negotiation is implemented, other standardized codecs such as Recommendation ITU-T G.722.2 [i.22] are sometimes used so as to avoid transcoding.	**C.6.1 Audio bandwidth for speech** Type of assessment Measurement Pre-conditions 1. The ICT under test provides two-way voice communication. Procedure 1. Check that the ICT can encode and decode audio with a frequency range with an upper limit of at least 7 000 Hz. Result Pass: Check 1 is true Fail: Check 1 is false
6.2 Real-time text (RTT) functionality	---
6.2.1 RTT provision	---
6.2.1.1 RTT communication Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT. NOTE 1: The RTT capability can be provided as a factory default or added later. NOTE 2: Provision of RTT may require additional service provision, additional hardware and/or software which may be provided separately or together.	**C.6.2.1.1 RTT communication** Type of assessment Inspection Pre-conditions 1. The ICT system under test allows two-way voice communication. 2. A "reference" RTT-capable device compatible with the system is connected at the other end of the system. Procedure 1. Check that the ICT allows a user to communicate with the "reference" ICT by

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	RTT.
	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
6.2.1.2 Concurrent voice and text	**C.6.2.1.2 Concurrent voice and text**
Where ICT supports two-way voice communication in a specified context of use, and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation which allows concurrent voice and text.	Type of assessment
	Inspection
	Pre-conditions
	1. The ICT supports two-way voice communication.
NOTE: The availability of voice and RTT running concurrently can allow the RTT to replace or support voice and transfer additional information such as numbers, currency amounts and spelling of names.	2. The ICT enables a user to communicate with another user by RTT.
	Procedure
	1. Check that the ICT provides a mechanism to select a mode of operation which allows concurrent voice and text.
	2. Check that ICT allows the concurrent use of voice and text when in the mode of operation identified in step 1.
	Result
	Pass: Checks 1 and 2 are true
6.2.2 Display of Real-time Text	---
6.2.2.1 Visually distinguishable display	**C.6.2.2.1 Visually distinguishable display**
Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text.	Type of assessment
	Inspection
	Pre-conditions
	1. The ICT under test has RTT send and receive capabilities.
	2. The ICT supports RTT mechanism(s).
	3. A "reference" RTT-capable terminal using mechanisms supported by the ICT system is connected at the other end of the system to the ICT under test.
	Procedure
	1. The ICT under test is connected to the ICT system terminated by the "reference" terminal.

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	2. The different elements of the ICT are in an operational status (the connection is active and the terminals are in the relevant RTT mode) and the two terminals are communicating to each other.
	3. A Short text sequence is sent by the ICT under test.
	4. A Short text sequence is sent by the "reference" terminal.
	5. Check, on the ICT under test, that displayed sent text is visually differentiated from and separated from received text.
	Result
	Pass: Check 5 is true
	Fail: Check 5 is false
	NOTE: A "reference" terminal is a terminal having RTT send and receive capabilities that uses the RTT mechanisms supported by the ICT system. This "reference" terminal is the responsibility of the test laboratory.
6.2.2.2 Programmatically determinable send and receive direction Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality. NOTE: The intent of this clause is to enable screen readers to be able to distinguish between incoming text and outgoing text when used with RTT functionality.	**C.6.2.2.2 Programmatically determinable send and receive direction** Type of assessment Inspection Pre-conditions 1. The ICT under test has RTT send and receive capabilities. 2. The RTT is open functionality. 3. A "reference" RTT-capable terminal using mechanisms supported by the ICT network is connected at the other end of an ICT system to the ICT under test. Procedure 1. The ICT under test is connected to the ICT system terminated by the "reference" terminal. 2. The different elements of the ICT are in an operational status (the connection is active and the terminals are in the relevant RTT mode) and the two terminals are communicating to each other.

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	3. A Short text sequence is sent by the ICT under test.
	4. A Short text sequence is sent by the "reference" terminal.
	5. Check that the send/receive direction of transmitted text is programmatically determinable.
	Result
	Pass: Check 5 is true
	Fail: Check 5 is false
	NOTE: A "reference" terminal is a terminal having RTT send and receive capabilities that uses the RTT mechanisms supported by the ICT network. This "reference" terminal is the responsibility of the test laboratory.
6.2.3 Interoperability Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by clause 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below: a. ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface; b. ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13]; c. ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12]; d. ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters.	**C.6.2.3 Interoperability** Type of assessment Test Pre-conditions 1. The ICT under test supports two-way voice communication. 2. The ICT under test has RTT functionality. Procedure 1. Check that the ICT interoperates over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface. 2. Check that the ICT interoperates with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13]. 3. Check that the ICT interoperates with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12]. 4. Check that the ICT interoperates with other ICT using a relevant and applicable common

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	specification that is published and available.
	5. Check that the common specification in check 4 includes a method for indicating loss or corruption of characters.
	Result
	Pass: Check 1 or 2 or 3 or both 4 and 5 are true
	Fail: All of Checks 1, 2, 3 and at least one of 4 or 5 are false
6.2.4 Real-time text responsiveness Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry. NOTE 1: Input entry is considered to have occurred when sufficient user input has occurred for the ICT to establish which character(s) to send. NOTE 2: Input entry will differ between systems where text is entered on a word-by-word basis (e.g. speech-to-text and predictive-text based systems) and systems where each character is separately generated.	**C.6.2.4 Real-time text responsiveness** Type of assessment Inspection of Measurement data or Test Pre-conditions 1. The ICT under test has RTT send and receive capabilities. 2. A "reference" RTT-capable terminal using mechanisms supported by the ICT system is connected at the other end of an ICT system to the ICT under test. 3. The ICT under test is connected to the ICT system terminated by the "reference" terminal. 4. The different elements of the ICT are in a working status (the connection is active and the terminals are in the relevant RTT mode). Procedure 1. A short sequence is input to the terminal under test. 2. Check the time at which input entry has occurred. 3. Check the period between input entry to the ICT terminal under test and the time when the text is transmitted to the ICT network. Result Pass: Check 3 is less than or equal to 1 second Fail: Check 3 is greater than 1 second NOTE: As described in the notes to clause 6.2.4, the identification of when input entry has occurred may vary according to the type

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	of RTT system under test.
6.3 Caller ID Where ICT provides caller identification or similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality.	**C.6.3 Caller ID** Type of assessment Inspection Pre-conditions 1. The ICT provides caller identification, or similar telecommunications functions are provided. Procedure 1. Check that the information delivered by each function is available as text. 2. Check that the information delivered by each function is available in another modality. Result Pass: Both Checks 1 and 2 are true Fail: Check 1 or 2 is false
6.4 Alternatives to voice-based services Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech. NOTE: Solutions capable of handling audio, real-time text and video media could satisfy the above requirement.	**C.6.4 Alternatives to voice-based services** Type of assessment Inspection Pre-conditions 1. The ICT provides real-time voice-based communication. 2. The ICT provides voice mail, auto-attendant, or interactive voice response facilities. Procedure 1. Check that the ICT offers users a means to access the information without the use of hearing or speech. 2. Check that a user can carry out the tasks provided by the system without the use of hearing or speech. Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false
6.5 Video communication	---

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6.5.1 General (informative) Clause 6.5 (Video communications) provides performance requirements that support users who communicate using sign language and lip-reading. For these users, good usability is achieved with Common Intermediate Format (CIF) resolution, a frame rate of 20 frames per second and over, with a time difference between speech audio and video that does not exceed 100 ms. When the resolution is reduced to Quarter Common Intermediate Format (QCIF) and the frame rate drops to 12 frames per second the communication is still usable with some restrictions. A lower resolution causes less disturbance to the perception of sign language and lip-reading than that caused by a lower frame rate. Delay can be a problem in video communication. Overall delay values below 0,4 s are preferred, with an increase in preference down to 0,1 s. Values over 0,8 s are felt to hinder a good sign conversation. Overall delay depends on multiple factors, including e.g. network delay and video processing. For this reason a testable requirement on minimum values for overall delay cannot be produced.	**C.6.5.1 General (informative)** Clause 6.5.1 is informative only and contains no requirements requiring test.

6.5.2 Resolution
 	
Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:
 	
    a.   shall support at least QCIF resolution;
    b.   should preferably support at least CIF resolution.
	C.6.5.2 Resolution
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	1. The ICT provides 2 way voice communication.
	
	2. The ICT includes real-time video functionality.
	
	Procedure
	
	1. Check that the video communication resolution is QCIF resolution or better.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false

6.5.3 Frame rate Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:	**C.6.5.3 Frame rate** Type of assessment Inspection

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a. shall support a frame rate of at least 12 frames per second (FPS); b. should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream.	Pre-conditions 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. Procedure 1. Check that the video communication frame rate is equal to or higher than 12 frames per second. Result Pass: Check 1 is true Fail: Check 1 is false
6.5.4 Synchronization between audio and video Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user.	**C.6.5.4 Synchronization between audio and video** Type of assessment Measurement Pre-conditions 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. Procedure 1. Check that the time difference between the speech and video presented to the user is equal to or less than 100 ms. Result Pass: Check 1 is true Fail: Check 1 is false
6.6 Alternatives to video-based services Where ICT provides real-time video-based communication and also provides answering machine, auto attendant or interactive response facilities, the ICT should offer users a means to access the information and carry out the tasks related to these facilities: 1. for audible information, without the use of hearing; 2. for spoken commands, without the use of speech;	**C.6.6 Alternatives to video-based services** Clause 6.6 is advisory only and contains no requirements requiring test.

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3. for visual information, without the use of vision. NOTE: Solutions capable of generating real-time captions or handling real-time text could satisfy the above requirement.	
7 ICT with video capabilities	---
7.1 Caption processing technology	---
7.1.1 Captioning playback Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions. NOTE: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information.	**C.7.1.1 Captioning playback** Type of assessment Test 1 Pre-conditions 1. The ICT displays or processes video with synchronized audio. 2. Captions are provided in the video. Procedure 1. Check that there is a mechanism to display the captions. Result Pass: Check 1 is true Fail: Check 1 is false Type of assessment Test 2 Pre-conditions 1. The ICT displays or processes video with synchronized audio. 2. Closed captions are provided by the content. Procedure 1. Check that there is a mechanism to choose to display the captions. Result Pass: Check 1 is true Fail: Check 1 is false
7.1.2 Captioning synchronization Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the	**C.7.1.2 Captioning synchronization** Type of assessment

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audio and the corresponding captions.	Inspection Pre-conditions 1. The ICT has a mechanism to display captions. Procedure 1. Check that the mechanism to display the captions preserves the synchronization between the audio and corresponding captions. Result Pass: Check 1 is true Fail: Check 1 is false
7.1.3 Preservation of captioning Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2. Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible.	**C.7.1.3 Preservation of captioning** Type of assessment Inspection Pre-conditions 1. The ICT transmits converts or records video with synchronized audio. Procedure 1. Check that the ICT preserves caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2. Result Pass: Check 1 is true Fail: Check 1 is false
7.2 Audio description technology	---
7.2.1 Audio description playback Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel. Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks. NOTE 1: In such cases, the video content can include the audio description as one of the available audio tracks. NOTE 2: Audio descriptions in digital media sometimes	**C.7.2.1 Audio description playback** Type of assessment Inspection Pre-conditions 1. The ICT displays video with synchronized audio. Procedure 1. Check that there is an explicit and separate mechanism for audio description. 2. Check that there is a mechanism to select

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include information to allow descriptions that are longer than the gaps between dialogue. Support in digital media players for this "extended audio description" feature is useful, especially for digital media that is viewed personally.	and play the audio description to the default audio channel. 3. Check that the ICT enables the user to select and play several audio tracks. Result Pass: Check 1 and 2 are true or 1 is false and 3 is true Fail: Check 1 is true and 2 is false or 1 is false and 3 is false
7.2.2 Audio description synchronization Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description.	**C.7.2.2 Audio description synchronization** Type of assessment Inspection Pre-conditions 1. The ICT has a mechanism to play audio description. Procedure 1. Check that the synchronization between the audio/visual content and the corresponding audio description is preserved. Result Pass: Check 1 is true Fail: Check 1 is false
7.2.3 Preservation of audio description Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.	**C.7.2.3 Preservation of audio description** Type of assessment Inspection Pre-conditions 1. The ICT transmits converts or records video with synchronized audio. Procedure 1. Check that the ICT preserves audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2. Result Pass: Check 1 is true Fail: Check 1 is false

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7.3 User controls for captions and audio description	**C.7.3 User controls for captions and audio description**
Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls.	Type of assessment
	Inspection
	Pre-conditions
NOTE 1: Primary media controls are the set of controls that the user most commonly uses to control media.	1. The ICT primarily display materials containing video with associated audio content.
NOTE 2: Products that have a general hardware volume control, such as a telephone, or a laptop which can be configured to display video through software but which is not its primary purpose, would not need dedicated hardware controls for captions and descriptions; however software controls, or hardware controls mapped through software, would need to be at the same level of interaction.	Procedure
	1. Check that user controls to activate subtitling and audio descriptions are provided to the user at the same level of interaction as the primary media controls.
	Result
NOTE 3: It is best practice for ICT to include additional controls enabling the user to select whether captions and audio description are turned on or off by default.	Pass: Check 1 is true
	Fail: Check 1 is false
9 Web	---
9.0 General (informative)	**C.9.0 General (informative)**
Requirements in clause 9 apply to web pages (as defined in clause 3.1) including: • Conformance with WCAG 2.0 Level AA is equivalent to conforming with clauses 9.1.1, 9.1.2, 9.1.3.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.1.1, 9.2.1.2, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.5 of the present document. • Conformance with WCAG 2.1 Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5 of the present document. • Requirements for other documents and software are provided in clauses 10 and 11 respectively. NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered under the definition of web page which is quite broad and covers all web content types. The web content requirements in clauses 9.1 to 9.4 set	Clause 9.0 is informative only and contains no requirements requiring test.

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out all of the Level A and Level AA Success Criteria from the W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]: • Web Pages conforming to WCAG 2.0 Level A and AA also conform to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2 and the conformance requirements of clause 9.5. • Web Pages that conform to WCAG 2.1 Level AA conform to all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5. • Web Pages conforming to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2, and the conformance requirements of clause 9.5, also conform to WCAG 2.0 Level AA. • Web Pages that conform to all of clauses 9.1 to 9.4, and the conformance requirements of clause 9.5, conform to WCAG 2.1 Level AA. NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4]. The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1). A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does not occur in the web page, then the web page satisfies the success criterion. NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2. In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA. NOTE 4: The body of the present document does not include the Level AAA success criteria, both to avoid confusion with the Level A and Level AA based	

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requirements and for harmonisation with other procurement standards. Web authors and procurement accessibility specialists are encouraged to improve accessibility beyond the requirements of the present document and should therefore consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users. NOTE 5: The W3C states that "It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to satisfy all Level AAA Success Criteria for some content".	
9.1 Perceivable	---
9.1.1 Text alternatives	---
9.1.1.1 Non-text content Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text content. **WCAG 2.1 Success Criterion 1.1.1 Non-text content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. - Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) - Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) - Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. - Sensory: If non-text content is primarily intended to create a specific sensory experience, then text	**C.9.1.1.1 Non-text content** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content. Result Pass: Check 1 is true Fail: Check 1 is false

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alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
9.1.2 Time-based media	---
9.1.2.1 Audio-only and video-only (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). **WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded) How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	**C.9.1.2.1 Audio-only and video-only (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.2 Captions (prerecorded) Where ICT is a web page, it shall satisfy the WCAG 2.1	**C.9.1.2.2 Captions (prerecorded)** Type of assessment

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Success Criterion 1.2.2 Captions (Prerecorded). **WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)** Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.3 Audio description or media alternative (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	**C.9.1.2.3 Audio description or media alternative (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.4 Captions (live) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.4 Captions (Live). **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)** Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	**C.9.1.2.4 Captions (live)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true

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	Fail: Check 1 is false
9.1.2.5 Audio description (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	**C.9.1.2.5 Audio description (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3 Adaptable	---
9.1.3.1 Info and relationships Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. **WCAG 2.1 Success Criterion 1.3.1 Info and Relationships** Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	**C.9.1.3.1 Info and relationships** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.2 Meaningful sequence Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A)	**C.9.1.3.2 Meaningful sequence** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.2

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When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.3 Sensory characteristics Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics** Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. Note: For requirements related to color, refer to Guideline 1.4.	**C.9.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.4 Orientation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	**C.9.1.3.4 Orientation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.5 Identify input purpose Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose**	**C.9.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions

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Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4 Distinguishable	---
9.1.4.1 Use of colour Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color** Understanding Use of Color How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**C.9.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.2 Audio control Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.2 Audio Control. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system	**C.9.1.4.2 Audio control** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.2 Audio Control. Result

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volume level. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Pass: Check 1 is true Fail: Check 1 is false
9.1.4.3 Contrast (minimum) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	**C.9.1.4.3 Contrast (minimum)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.4 Resize text Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.4 Resize text. **WCAG 2.1 Success Criterion 1.4.4 Resize text** Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	**C.9.1.4.4 Resize text** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result

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	Pass: Check 1 is true
	Fail: Check 1 is false
9.1.4.5 Images of text Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.5 Images of Text. **WCAG 2.1 Success Criterion 1.4.5 Images of Text.** Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**C.9.1.4.5 Images of text** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.10 Reflow Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.10 Reflow. **WCAG 2.1 Success Criterion 1.4.10 Reflow** Understanding Reflow How to Meet Reflow (Level AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. Note: 320 CSS pixels is equivalent to a starting viewport	**C.9.1.4.10 Reflow** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.10 Reflow. Result Pass: Check 1 is true Fail: Check 1 is false

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width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.	
9.1.4.11 Non-text contrast Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	**C.9.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.12 Text spacing Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the	**C.9.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result

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following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	Pass: Check 1 is true Fail: Check 1 is false
9.1.4.13 Content on hover or focus Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.	**C.9.1.4.13 Content on hover or focus** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. Result Pass: Check 1 is true Fail: Check 1 is false

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Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other non-modal popups that display on hover and focus are examples of additional content covered by this criterion.	
9.2 Operable	---
9.2.1 Keyboard accessible	---
9.2.1.1 Keyboard Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.1 Keyboard. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	**C.9.2.1.1 Keyboard** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.1.2 No keyboard trap Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or	**C.9.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. Result

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tab keys or other standard exit methods, the user is advised of the method for moving focus away. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Pass: Check 1 is true Fail: Check 1 is false
9.2.1.4 Character key shortcuts Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts (Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	**C.9.2.1.4 Character key shortcuts** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.2 Enough time	---
9.2.2.1 Timing adjustable Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable** Understanding Timing Adjustable How to Meet Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true:	**C.9.2.2.1 Timing adjustable** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable.

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- Turn off: The user is allowed to turn off the time limit before encountering it; or - Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or - Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or - Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or - Essential Exception: The time limit is essential and extending it would invalidate the activity; or 20 Hour Exception: The time limit is longer than 20 hours. Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.	Result Pass: Check 1 is true Fail: Check 1 is false
9.2.2.2 Pause, stop, hide Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide. **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide How to Meet Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential;	**C.9.2.2.2 Pause, stop, hide** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide. Result Pass: Check 1 is true Fail: Check 1 is false

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and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. Note: For requirements related to flickering or flashing content, refer to Guideline 2.3. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.	
9.2.3 Seizures and physical reactions	---
9.2.3.1 Three flashes or below threshold Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. Note: Since any content that does not meet this success	**C.9.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. Result Pass: Check 1 is true Fail: Check 1 is false

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criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	
9.2.4 Navigable	---
9.2.4.1 Bypass blocks Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. **WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks** Understanding Bypass Blocks How to Meet Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	**C.9.2.4.1 Bypass blocks** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.2 Page titled Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.2 Page Titled. **WCAG 2.1 Success Criterion 2.4.2 Page Titled** Understanding Page Titled How to Meet Page Titled (Level A) Web pages have titles that describe topic or purpose.	**C.9.2.4.2 Page titled** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.2 Page Titled. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.3 Focus Order Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.3 Focus Order. **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order	**C.9.2.4.3 Focus Order** Type of assessment Inspection Pre-conditions 1. The ICT is a web page.

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How to Meet Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.3 Focus Order. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.4 Link purpose (in context) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)- **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)** Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	**C.9.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.5 Multiple ways Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. **WCAG 2.1 Success Criterion 2.4.5 Multiple Ways** Understanding Multiple Ways How to Meet Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	**C.9.2.4.5 Multiple ways** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.6 Headings and labels Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. **WCAG 2.1 Success Criterion 2.4.6 Headings and**	**C.9.2.4.6 Headings and labels** Type of assessment Inspection

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Labels Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.7 Focus visible Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.7 Focus Visible. **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	**C.9.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.5 Input modalities	---
9.2.5.1 Pointer gestures Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures** Understanding Pointer Gestures How to Meet Pointer Gestures (Level A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or	**C.9.2.5.1 Pointer gestures** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures. Result Pass: Check 1 is true Fail: Check 1 is false

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assistive technology).	
9.2.5.2 Pointer cancellation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential. Note: Functions that emulate a keyboard or numeric keypad key press are considered essential. Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	**C.9.2.5.2 Pointer cancellation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.5.3 Label in name Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the	**C.9.2.5.3 Label in name** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result

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start of the name.	Pass: Check 1 is true Fail: Check 1 is false
9.2.5.4 Motion actuation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity.	**C.9.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false
9.3 Understandable	---
9.3.1 Readable	---
9.3.1.1 Language of page Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.1 Language of Page. **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A) The default human language of each Web page can be programmatically determined.	**C.9.3.1.1 Language of page** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.1 Language of Page. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.1.2 Language of parts Where ICT is a web page, it shall satisfy WCAG 2.1	**C.9.3.1.2 Language of parts** Type of assessment

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Success Criterion 3.1.2 Language of Parts. **WCAG 2.1 Success Criterion 3.1.2 Language of Parts** Understanding Language of Parts How to Meet Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.2 Language of Parts. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2 Predictable	---
9.3.2.1 On focus Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.1 On Focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	**C.9.3.2.1 On focus** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2.2 On input Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	**C.9.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.2 On Input. Result Pass: Check 1 is true Fail: Check 1 is false

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9.3.2.3 Consistent navigation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. **WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation** Understanding Consistent Navigation How to Meet Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	**C.9.3.2.3 Consistent navigation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2.4 Consistent identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. **WCAG 2.1 Success Criterion 3.2.4 Consistent Identification** Understanding Consistent Identification How to Meet Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	**C.9.3.2.4 Consistent identification** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3 Input assistance	---
9.3.3.1 Error identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.9.3.3.1 Error identification** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification.

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	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
9.3.3.2 Labels or instructions Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	**C.9.3.3.2 Labels or instructions** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3.3 Error suggestion Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	**C.9.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3.4 Error prevention (legal, financial, data) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data). **WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)** Understanding Error Prevention (Legal, Financial, Data) How to Meet Error Prevention (Legal, Financial, Data)	**C.9.3.3.4 Error prevention (legal, financial, data)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

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(Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) . Result Pass: Check 1 is true Fail: Check 1 is false
9.4 Robust	---
9.4.1 Compatible	---
9.4.1.1 Parsing Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.1 Parsing. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	**C.9.4.1.1 Parsing** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.1 Parsing. Result Pass: Check 1 is true Fail: Check 1 is false
9.4.1.2 Name, role, value Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value	**C.9.4.1.2 Name, role, value** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

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(Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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. Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value. Result Pass: Check 1 is true Fail: Check 1 is false
9.4.1.3 Status messages Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.3 Status Messages. **WCAG 2.1 Success Criterion 4.1.3 Status Messages** Understanding Status Messages How to Meet Status Messages (Level AA) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	**C.9.4.1.3 Status messages** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.3 Status Messages. Result Pass: Check 1 is true Fail: Check 1 is false

9.5 WCAG conformance requirements
 	
Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5].
 	
  1. Conformance level
  2. Full pages
  3. Complete processes
  4. Only Accessibility-Supported Ways of Using Technologies
  5. Non-interference
 	
NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate version (as defined in WCAG 2.1 [5]) is provided, will meet
	C.9.5 WCAG conformance requirements
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	1. The ICT is a web page.
	
	Procedure
	
	1. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "1: Conformance level" at Level AA.
	
	2. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "2: Full pages".

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conformance requirement 1. NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4]. NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1. WCAG 2.1 conformance requirements at Level AA [5]	3. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "3: Complete processes". 4. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "4: Only Accessibility-Supported Ways of Using Technologies". 5. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "5: Non-interference". Result Pass: All checks are true Fail: Any check is false
10 Non-web documents	---
10.0 General (informative) Requirements in clause 10 apply to documents: - that are not web pages; - that are not embedded in web pages; - that are embedded in web pages and that are not used in the rendering and that are not intended to be rendered together with the web page in which they are embedded. Clause 9 provides requirements for documents that are in web pages or that are embedded in web pages and that are used in the rendering or that are intended to be rendered together with the web page in which they are embedded. NOTE 1: Some examples of documents are letters, spreadsheets, emails, books, pictures, presentations, and movies that have an associated user agent such as a document reader, editor or media player. NOTE 2: A single document may be composed of multiple files such as the video content, closed caption text, etc. This fact is not usually apparent to the end-user consuming the document/content. NOTE 3: Documents require a user agent in order for the content to be presented to users. The requirements for user agents can be found in clause 11. NOTE 4: The requirements for content that is part of software, can be found in clause 11.	**C.10.0 General (informative)**

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NOTE 5: The success criteria set out in clause 10 are intended to harmonize with the Working Group Note [i.26] produced by the W3C's WCAG2ICT Task Force.	
10.1 Perceivable	---
10.1.1 Text alternatives	---
10.1.1.1 Non-text content Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.1.1 Non-text Content. NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate. **WCAG 2.1 Success Criterion 1.1.1 Non-text Content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. - Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) - Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) - Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. - Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. - CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and	**C.10.1.1.1 Non-text content** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content. Result Pass: Check 1 is true Fail: Check 1 is false

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alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
10.1.2 Time-based media	---
10.1.2.1 Audio-only and video-only (prerecorded) Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). NOTE: The alternative can be provided directly in the document - or provided in an alternate version that meets the success criterion. **Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded) How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	**C.10.1.2.1 Audio-only and video-only (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.2 Captions (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They	**C.10.1.2.2 Captions (prerecorded)** Type of assessment Inspection Pre-conditions

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are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).** Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.3 Audio description or media alternative (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	**C.10.1.2.3 Audio description or media alternative (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.4 Captions (live) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.4 Captions (Live).	**C.10.1.2.4 Captions (live)** Type of assessment

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NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)** Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.5 Audio description (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	**C.10.1.2.5 Audio description (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3 Adaptable	---
10.1.3.1 Info and relationships Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. **WCAG 2.1 Success Criterion 1.3.1 Info and**	**C.10.1.3.1 Info and relationships** Type of assessment Inspection Pre-conditions

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Relationships Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.2 Meaningful sequence Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.10.1.3.2 Meaningful sequence** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.3 Sensory characteristics Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.** Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. Note: For requirements related to color, refer to WCAG 2.1 - Guideline 1.4.	**C.10.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.4 Orientation	**C.10.1.3.4 Orientation**

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Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	Type of assessment Inspection Pre-conditions: 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.5 Identify input purpose Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose** Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	**C.10.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4 Distinguishable	---
10.1.4.1 Use of colour Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color.** Understanding Use of Color How to Meet Use of Color	**C.10.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

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(Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.2 Audio control Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.1. **Table 10.1: Document success criterion: Audio control** If any audio in a document plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, all content in the document (whether or not it is used to meet other success criteria) shall meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.2 Audio Control, replacing "on a Web page" with "in a document" "any content" with "any part of a document", "whole page" with "whole document", "on the Web page" with "in the document", removing "See Conformance Requirement 5: Non-Interference" and adding note 1. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A)	**C.10.1.4.2 Audio control** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.1. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.3 Contrast (minimum) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum)	**C.10.1.4.3 Contrast (minimum)** Type of assessment: Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail

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How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.4 Resize text Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text. NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom. NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement. **WCAG 2.1 Success Criterion 1.4.4 Resize Text** Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	**C.10.1.4.4 Resize text** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.5 Images of text Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text. **WCAG 2.1 Success Criterion 1.4.5 Images of Text**	**C.10.1.4.5 Images of text** Type of assessment Inspection

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Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: - Customizable: The image of text can be visually customized to the user's requirements; - Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.10 Reflow Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.2. **Table 10.2: Document success criterion: Reflow** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: - Vertical scrolling content at a width equivalent to 320 CSS pixels; - Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For documents which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.10 Reflow replacing the original WCAG 2.1 notes with notes 1 and 2, above.	**C.10.1.4.10 Reflow** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.2. Result Pass: Check 1 is true Fail: Check 1 is false

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WCAG 2.1 Success Criterion 1.4.10 Reflow Understanding Reflow How to Meet Reflow (Level AA)	
10.1.4.11 Non-text contrast Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	**C.10.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.12 Text spacing Where ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:	**C.10.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false

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- Line height (line spacing) to at least 1.5 times the font size; - Spacing following paragraphs to at least 2 times the font size; - Letter spacing (tracking) to at least 0.12 times the font size; - Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	
10.1.4.13 Content on hover or focus Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: - Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; - Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; - Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the	**C.10.1.4.13 Content on hover or focus** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. Result Pass: Check 1 is true Fail: Check 1 is false

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user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.	
10.2 Operable	---
10.2.1 Keyboard accessible	---
10.2.1.1 Keyboard Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	**C.10.2.1.1 Keyboard** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.1.2 No keyboard trap Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.3. **Table 10.3: Document success criterion: No keyboard trap** If keyboard focus can be moved to a component of the document using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to	**C.10.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.3. Result Pass: Check 1 is true

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use the whole document, it is necessary for all content in the document (whether or not it is used to meet other success criteria) to meet this success criterion. NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A)	Fail: Check 1 is false
10.2.1.4 Character key shortcuts Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts (Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	**C.10.2.1.4 Character key shortcuts** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure: 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.2 Enough time	---
10.2.2.1 Timing adjustable	**C.10.2.2.1 Timing adjustable**

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Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.4. **Table 10.4: Document success criterion: Timing adjustable** For each time limit that is set by the document, at least one of the following is true: - Turn off: The user is allowed to turn off the time limit before encountering it; or - Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or - Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or - Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or - Essential Exception: The time limit is essential and extending it would invalidate the activity; or - 20 Hour Exception: The time limit is longer than 20 hours. NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with WCAG 2.1 Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable replacing "the content" with "documents" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable** Understanding Timing Adjustable How to Meet Timing Adjustable (Level A)	Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.4. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.2.2 Pause, stop, hide Where ICT is a non-web document, it shall satisfy the	**C.10.2.2.2 Pause, stop, hide**

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success criterion in Table 10.5.	Type of assessment
Table 10.5: Document success criterion: Pause, stop, hide	Inspection
For moving, blinking, scrolling, or auto-updating information, all of the following are true:	Pre-conditions
	1. The ICT is a non-web document.
• Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and	Procedure
	1. Check that the document does not fail the Success Criterion in Table 10.5.
	Result
	Pass: Check 1 is true Fail: Check 1 is false
• Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	
NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3.	
NOTE 2: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion.	
NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.	
NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.	
NOTE 5: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1"	

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added before the word "Guideline" in note 1 above and with note 2 above re-drafted to avoid the use of the word "must". **Guideline 2.3 Seizures and Physical Reactions** **Do not design content in a way that is known to cause seizures or physical reactions.** **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide How to Meet Pause, Stop, Hide (Level A)	
10.2.3 Seizures and physical reactions	---
10.2.3.1 Three flashes or below threshold Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.6. **Table 10.6: Document success criterion: Three flashes or below threshold** Documents do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold replacing "Web pages" with "documents", "the whole page" with "the whole document", "the Web page" with "the document" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A)	**C.10.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.6. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4 Navigable	---
10.2.4.2 Document titled Where ICT is a non-web document, it shall satisfy the	**C.10.2.4.2 Document titled**

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success criterion in Table 10.7. **Table 10.7: Document success criterion: Document titled** Documents have titles that describe topic or purpose. NOTE 1: The name of a document (e.g. document, media file) is a sufficient title if it describes the topic or purpose. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.2 Page Titled replacing "Web pages" with "documents" and with the addition of note 1 above. **WCAG 2.1 Success Criterion 2.4.2 Page Titled** Understanding Page Titled How to Meet Page Titled (Level A)	Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.7. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.3 Focus Order Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.8. **Table 10.8: Document success criterion: Focus order** If a document can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus Order replacing "Web page" with "document". **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order How to Meet Focus Order (Level A)	**C.10.2.4.3 Focus Order** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.8. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.4 Link purpose (in context) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)** Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context)	**C.10.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.4 Link

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(Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.6 Headings and labels Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. **WCAG 2.1 Success Criterion 2.4.6 Headings and Labels** Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose	**C.10.2.4.6 Headings and labels** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.7 Focus visible Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	**C.10.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5 Input modalities	---
10.2.5.1 Pointer gestures Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.9. **Table 10.9: Document success criterion: Pointer**	**C.10.2.5.1 Pointer gestures** Type of assessment Inspection Pre-conditions

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gestures All [functionality](#) that uses multipoint or path-based gestures for operation can be operated with a [single pointer](#) without a path-based gesture, unless a multipoint or path-based gesture is [essential](#). NOTE 1: This requirement applies to documents that interpret pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 2: This success criterion is identical to the [WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures](#) replacing the original WCAG 2.1 note with note 1 above. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures** [Understanding Pointer Gestures](#) [How to Meet Pointer Gestures](#) (Level A)	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.9 Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5.2 Pointer cancellation Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.10. **Table 10.10: Document success criterion: Pointer cancellation** For [functionality](#) that can be operated using a [single pointer](#), at least one of the following is true: - No Down-Event: The [down-event](#) of the pointer is not used to execute any part of the function; - Abort or Undo: Completion of the function is on the [up-event,](#) and a [mechanism](#) is available to abort the function before completion or to undo the function after completion; - Up Reversal: The up-event reverses any outcome of the preceding down-event; - Essential: Completing the function on the down-event is [essential](#). NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential. NOTE 2: This requirement applies to a document that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	**C.10.2.5.2 Pointer cancellation** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the success criterion in Table 10.10 Result Pass: Check 1 is true Fail: Check 1 is false

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NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation replacing the original WCAG 2.1 note with notes 1 and 2 above. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A)	
10.2.5.3 Label in name Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	**C.10.2.5.3 Label in name** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5.4 Motion actuation Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function	**C.10.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false

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and doing so would invalidate the activity.	
10.3 Understandable	---
10.3.1 Readable	---
10.3.1.1 Language of page Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.11. **Table 10.11: Document success criterion: Language of page** The default human language of each document can be programmatically determined. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of Page replacing "web page" with "document". **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A)	**C.10.3.1.1 Language of page** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.11. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.1.2 Language of parts Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.12. **Table 10.12: Document success criterion: Language of parts** The human language of each passage or phrase in the document can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. NOTE 1: There are some document technologies where there is no assistive technology supported method for marking the language for the different passages or phrases in the document, and it would not be possible to meet this success criterion with those technologies. NOTE 2: Inheritance is one common method. For example a document provides the language that it is using and it can be assumed that all of the text or user interface elements within that document will be using the same language unless it is indicated. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.2 Language of Parts replacing	**C.10.3.1.2 Language of parts** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.12. Result Pass: Check 1 is true Fail: Check 1 is false

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"content" with "document" and with the addition of notes 1 and 2 above. **WCAG 2.1 Success Criterion 3.1.2 Language of Parts** Understanding Language of Parts How to Meet Language of Parts (Level AA)	
10.3.2 Predictable	---
10.3.2.1 On focus Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus. NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	**C.10.3.2.1 On focus** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.2.2 On input Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless	**C.10.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.2 On Input.

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the user has been advised of the behavior before using the component.	Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3 Input assistance	---
10.3.3.1 Error identification Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.10.3.3.1 Error identification** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3.2 Labels or instructions Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	**C.10.3.3.2 Labels or instructions** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3.3 Error suggestion Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion	**C.10.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document.

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(Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion [4]. Result: Pass: Check 1 is true Fail: Check 1 is false
10.3.3.4 Error prevention (legal, financial, data) Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.13. **Table 10.13: Document success criterion: Error prevention (legal, financial, data)** For documents that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) replacing "web pages" with "documents". **WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)** Understanding Error Prevention (Legal, Financial, Data) How to Meet Error Prevention (Legal, Financial, Data) (Level AA)	**C.10.3.3.4 Error prevention (legal, financial, data)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.13. Result Pass: Check 1 is true Fail: Check 1 is false
10.4 Robust	---
10.4.1 Compatible	---
10.4.1.1 Parsing Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.14.	**C.10.4.1.1 Parsing** Type of assessment Inspection

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Table 10.14: Document success criterion: Parsing For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed. NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats. NOTE 4: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.1 Parsing replacing "In content implemented using markup languages" with "For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2 and 3 above. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing (Level A)	Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.14. Result Pass: Check 1 is true Fail: Check 1 is false
10.4.1.2 Name, role, value Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.15. **Table 10.15: Document success criterion: Name, role, value**	**C.10.4.1.2 Name, role, value** Type of assessment Inspection Pre-conditions

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For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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. NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification. NOTE 2: For document formats that support interoperability with assistive technology, standard user interface components often meet this success criterion when used according to the general design and accessibility guidance for the document format. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value replacing the original WCAG 2.1 note with note 1 and with the addition of note 2 above. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value (Level A)	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.15. Result Pass: Check 1 is true Fail: Check 1 is false
10.5 Caption positioning Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.	**C.10.5 Caption positioning** Clause 10.5 contains no requirements requiring test.
10.6 Audio description timing Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media.	**C.10.6 Audio description timing** Clause 10.6 contains no requirements requiring test.
11 Software	---
11.0 General (informative) This clause provides requirements for: - platform software; - software that provides a user interface including	**C.11.0 General (informative)** Clause 11.0 is advisory only and contains no requirements requiring test.

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content that is in the software; • authoring tools; • software that operates as assistive technology. NOTE 1: User agents are examples of software that provide a user interface. NOTE 2: The requirements for Web content, including software that is Web content, can be found in clause 9. NOTE 3: The requirements for documents, that may be presented by user agents, can be found in clause 10. NOTE 4: Although the accessibility of command line interfaces is not dealt with in the present document, accessibility may be achieved by context specific requirements, some of which may be found in clauses 5 or 11. Requirements in clauses 11.1 to 11.5 apply to software: • that is not a web page; • not embedded in web pages nor used in the rendering or functioning of the page. Clause 9 provides requirements for software that is in web pages or that is embedded in web pages and that is used in the rendering or that is intended to be rendered together with the web page in which it is embedded. Some requirements in clauses 11.1 to 11.5 have different versions for open or closed functionality. In those cases, the corresponding clause will be divided into two subclauses. The success criteria set out in clauses 11.1 to 11.5 are intended to harmonize with the W3C Working Group Note [i.26] produced by the W3C's WCAG2ICT Task Force. NOTE 5: Software that provides a user interface includes its own content. Some examples of content in software include: the controls and text displayed in a menu bar of a graphical user interface application, images that appear in a toolbar, prompts spoken in an auditory user interface, other user interaction controls, and other text, graphics or material that is not loaded from outside the software.	
11.1 Perceivable	---
11.1.1 Text alternatives	---
11.1.1.1 Non-text content	---

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11.1.1.1.1 Non-text content (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text Content. NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate. **WCAG 2.1 Success Criterion 1.1.1 Non-text Content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. - Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) - Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) - Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. - Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. - CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.	**C.11.1.1.1.1 Non-text content (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text Content. Result Pass: Check 1 is true Fail: Check 1 is false

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• Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
11.1.1.1.2 Non-text content (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.6 (Speech output for non-text content).	**C.11.1.1.1.2 Non-text content (closed functionality)** Type of assessment Testing Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Non-text content is presented to users via speech output. Procedure 1. Check that speech output is provided as an alternative for non-text content. 2. Check that the non-text content is not pure decoration. 3. Check that the non-text content is not used only for visual formatting. 4. Check that the speech output follows the guidance for "text alternative" described in WCAG 2.1 Success Criterion 1.1.1 Non-text Content. Result Pass: Check (1 and 2 and 3 and 4 are true) or (1 and 2 are false) or (1 and 3 are false) Fail: Checks (1 true and 2 false) or (1 true and 3 false) or (1 and 2 and 3 are true and 4 is false)
11.1.2 Time-based media	---
11.1.2.1 Audio-only and video-only (prerecorded)	---
11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality) Where ICT is non-web software that provides a user	**C.11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality)**

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interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed functions of ICT, it shall satisfy the WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). NOTE: The alternative can be provided directly in the software - or provided in an alternate version that meets the success criterion. **Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded) How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content	Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. 3. Pre-recorded auditory information is not needed to enable the use of closed functions of ICT. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.1.2 Audio-only and video-only (prerecorded - closed functionality)	---
11.1.2.1.2.1 Prerecorded audio-only (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the functionality of software that provides a user interface shall meet requirement 5.1.5 (Visual output for auditory information).	**C.11.1.2.1.2.1 Prerecorded audio-only (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Pre-recorded auditory information is needed to enable the use of closed functions of ICT.

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	Procedure
	1. Check that the visual information is equivalent to the pre-recorded auditory output.
	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
11.1.2.1.2.2 Prerecorded video-only (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).	**C.11.1.2.1.2.2 Prerecorded video-only (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Pre-recorded video content is needed to enable the use of closed functions of ICT. 4. Speech output is provided as non-visual access to non-text content displayed on closed functionality. Procedure 1. Check that the speech output presents equivalent information for the pre-recorded video content. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.2 Captions (prerecorded) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media	**C.11.1.2.2 Captions (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.2 Captions

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content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)** Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	(Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.3 Audio description or media alternative (prerecorded)	---
11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	**C.11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for	**C.11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality)** Type of assessment

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screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).	Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Speech output is provided as non-visual access to non-text content displayed on closed functionality. Procedure 1. Check that the speech output presents equivalent information for the pre-recorded video content. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.4 Captions (live) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.4 Captions (Live). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)** Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	**C.11.1.2.4 Captions (live)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.5 Audio description (prerecorded) Where ICT is non-web software that provides a user	**C.11.1.2.5 Audio description (prerecorded)** Type of assessment

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interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3 Adaptable	---
11.1.3.1 Info and relationships	---
11.1.3.1.1 Info and relationships (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. NOTE: In software, programmatic determinability is best achieved through the use of accessibility services provided by platform software to enable interoperability between software and assistive technologies and accessibility features of software. (see clause 11.5 Interoperability with assistive technology). **WCAG 2.1 Success Criterion 1.3.1 Info and Relationships** Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	**C.11.1.3.1.1 Info and relationships (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.1.2 Info and relationships (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the	**C.11.1.3.1.2 Info and relationships (closed functionality)** This clause is informative only and contains no requirements requiring test.

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screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time. NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.	
11.1.3.2 Meaningful sequence	---
11.1.3.2.1 Meaningful sequence (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.11.1.3.2.1 Meaningful sequence (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.2.2 Meaningful sequence (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if	**C.11.1.3.2.2 Meaningful sequence (closed functionality)** This clause is informative only and contains no requirements requiring test.

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it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time. NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.	
11.1.3.3 Sensory characteristics Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **Success Criterion 1.3.3 Sensory Characteristics** Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.	**C.11.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.4 Orientation Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	**C.11.1.3.4 Orientation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false

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11.1.3.5 Identify input purpose Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose** Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	**C.11.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4 Distinguishable	---
11.1.4.1 Use of colour Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color** Understanding Use of Color How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**C.11.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.2 Audio control Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.1.	**C.11.1.4.2 Audio control** Type of assessment Inspection

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Table 11.1: Software success criterion: Audio control If any audio in a software plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, all content in the software (whether or not it is used to meet other success criteria) shall meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.2 Audio Control replacing "on a Web page" with "in a software", "any content" with "any part of a software", "whole page" with "whole software", "on the Web page" with "in the software", removing "See Conformance Requirement 5: Non-Interference" and adding note 1. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A)	Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.1. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.3 Contrast (minimum) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: - Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; - Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast	**C.11.1.4.3 Contrast (minimum)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false

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requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	
11.1.4.4 Resize text	---
11.1.4.4.1 Resize text (open functionality) Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text. NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom. NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement. **WCAG 2.1 Success Criterion 1.4.4 Resize text** Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	**C.11.1.4.4.1 Resize text (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to enlargement features of platform or assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.4.2 Resize text (closed functionality) Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement). NOTE: Because the text rendering support in a closed environment may be more limited than the support found in user agents for the Web, meeting 11.1.4.4.2 in a closed environment may place a much heavier burden on the content author.	**C.11.1.4.4.2 Resize text (closed functionality)** Type of assessment Inspection and measurement Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to enlargement features of platform or assistive technology. 3. A viewing distance is specified by the supplier.

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	Procedure
	1. Measure the height of a capital letter H.
	2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance.
	Result
	Pass: Check 2 is true
	Fail: Check 2 is false
11.1.4.5 Images of text	---
11.1.4.5.1 Images of text (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text. **Criterion 1.4.5 Images of Text.** Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**C.11.1.4.5.1 Images of text (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.5.2 Images of text (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it does not need to meet the WCAG 2.1 Success Criterion 1.4.5 Images of Text because there is no need to impose a requirement on all closed functionality that text displayed on the screen actually be represented internally as text (as defined by WCAG 2.1), given that there is no interoperability with assistive technology. **Criterion 1.4.5 Images of Text.**	**C.11.1.4.5.2 Images of text (closed functionality)** This clause is informative only and contains no requirements requiring test.

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Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	
11.1.4.10 Reflow	---
11.1.4.10.1 Reflow (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the success criterion in Table 11.2. **Table 11.2: Document success criterion: Reflow (open functionality)** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require two-dimensional layout for usage or meaning. NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For non-web software which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024 px at 400% zoom. NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it	**C.11.1.4.10.1 Reflow (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.2 Result Pass: Check 1 is true Fail: Check 1 is false

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is necessary to keep toolbars in view while manipulating content. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.10 Reflow replacing the original WCAG 2.1 notes with notes 1 and 2, above. **WCAG 2.1 Success Criterion 1.4.10 Reflow** Understanding Reflow How to Meet Reflow (Level AA)	
11.1.4.10.2 Reflow (closed functionality) Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement).	**C.11.1.4.10.2 Reflow (closed functionality)** Type of assessment Inspection and measurement Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. A functionality of the ICT is closed to enlargement features of platform or assistive technology. 3. A viewing distance is specified by the supplier. Procedure 1. Measure the height of a capital letter H. 2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance. Result Pass: Check 2 is true Fail: Check 2 is false
11.1.4.11 Non-text contrast Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast	**C.11.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure

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ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.12 Text spacing Where ICT is non-web software that provides a user interface and that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	**C.11.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.13 Content on hover or focus Where ICT is a non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion	**C.11.1.4.13 Content on hover or focus** Type of assessment

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1.4.13 Content on hover or focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.	Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus. Result Pass: Check 1 is true Fail: Check 1 is false
11.2 Operable	---
11.2.1 Keyboard accessible	---
11.2.1.1 Keyboard	---
11.2.1.1.1 Keyboard (open functionality) Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard.	**C.11.2.1.1.1 Keyboard (open functionality)** Type of assessment Inspection Pre-conditions

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NOTE: This does not imply that software is required to directly support a keyboard or "keyboard interface". Nor does it imply that software is required to provide a soft keyboard. Underlying platform software may provide device independent input services to applications that enable operation via a keyboard. Software that supports operation via such platform device independent services would be operable by a keyboard and would comply. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	1. The ICT is non-web software that provides a user interface. 2. The software provides support to keyboards or a keyboard interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.1.2 Keyboard (closed functionality) Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).	**C.11.2.1.1.2 Keyboard (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to keyboards or keyboard interfaces. Procedure 1. Check that all functionality of the user interface is operable without vision. Result Pass: Check 1 is true Fail: Check 1 is false

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11.2.1.2 No keyboard trap Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.3. **Table 11.3: Software success criterion: No keyboard trap** If keyboard focus can be moved to a component of the software using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, it is necessary for all content in the software (whether or not it is used to meet other success criteria) to meet this success criterion. NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap replacing "content", "page" and "Web page" with "software", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above " and with note 1 above re-drafted to avoid the use of the word "shall". **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A)	**C.11.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.3. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.4 Character key shortcuts	---
11.2.1.4.1 Character key shortcuts (open functionality) Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts	**C.11.2.1.4.1 Character key shortcuts (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least

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(Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.4.2 Character key shortcuts (closed functionality) Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).	**C.11.2.1.4.2 Character key shortcuts (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT functionality is closed to keyboards or keyboard interfaces. Procedure 1. Check that all functionality is operable without vision. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.2 Enough time	---
11.2.2.1 Timing adjustable Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.4. **Table 11.4: Software success criterion: Timing adjustable** For each time limit that is set by the software, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or	**C.11.2.2.1 Timing adjustable** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.4.

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- Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or - Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or - Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or - Essential Exception: The time limit is essential and extending it would invalidate the activity; or 20 Hour Exception: The time limit is longer than 20 hours. NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with WCAG 2.1 Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable replacing "the content" with "software" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable** Understanding Timing Adjustable How to Meet Timing Adjustable (Level A)	Result Pass: Check 1 is true Fail: Check 1 is false
11.2.2.2 Pause, stop, hide Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.5. **Table 11.5: Software success criterion: Pause, stop, hide** For moving, blinking, scrolling, or auto-updating information, all of the following are true: Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts	**C.11.2.2.2 Pause, stop, hide** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.5.

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automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3. NOTE 2: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of operation of the software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation). NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. NOTE 5: This is to be applied to all content. Any content, whether informative or decorative, that is updated automatically, blinks, or moves may create an accessibility barrier. NOTE 6: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide replacing "page" and "Web page" with "software", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1" added before the word "Guideline" in note 1 above, with note 2 above re-drafted to avoid the use of the word	Result Pass: Check 1 is true Fail: Check 1 is false

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"must" and with the addition of note 5 above. **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide How to Meet Pause, Stop, Hide (Level A)	
11.2.3 Seizures and physical reactions	---
11.2.3.1 Three flashes or below threshold Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.6. **Table 11.6: Software success criterion: Three flashes or below threshold** Software does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. NOTE 1: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of operation of the software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation). NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold replacing "Web pages" with "software", "the whole page" with "the whole software", "the Web page" with "the software" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A)	**C.11.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.6. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4 Navigable	---
11.2.4.3 Focus order Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table	**C.11.2.4.3 Focus order** Type of assessment Inspection

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11.7. **Table 11.7: Software success criterion: Focus order** If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus order replacing "Web page" with "software". **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order How to Meet Focus Order (Level A)	Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.7. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4.4 Link purpose (in context) Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)** Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	**C.11.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4.6 Headings and labels Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. NOTE: In software, headings and labels are used to describe sections of content and controls respectively. In some cases it may be unclear whether a piece of static text is a heading or a label. But whether treated as a label or a heading, the requirement is the same: that if they are present they describe the topic or purpose of the item(s) they are associated with. **WCAG 2.1 Success Criterion 2.4.6 Headings and**	**C.11.2.4.6 Headings and labels** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.

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Labels Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4.7 Focus visible Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible. **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	**C.11.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.5 Input modalities	---
11.2.5.1 Pointer gestures Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.8. **Table 11.8: Software success criterion: Pointer gestures** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. NOTE 1: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures replacing the original WCAG 2.1 note with note 1 above. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures**	**C.11.2.5.1 Pointer gestures** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.8. Result Pass: Check 1 is true Fail: Check 1 is false

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Understanding Pointer Gestures How to Meet Pointer Gestures (Level A)	
11.2.5.2 Pointer cancellation Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.9. **Table 11.9: Software success criterion: Pointer cancellation** For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential. NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential. NOTE 2: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation replacing the original WCAG 2.1 note with notes 1 and 2 above. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A)	**C.11.2.5.2 Pointer cancellation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.9. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.5.3 Label in name Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion	**C.11.2.5.3 Label in name** Type of assessment Inspection

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2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.5.4 Motion actuation Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: - Supported Interface: The motion is used to operate functionality through an accessibility supported interface; - Essential: The motion is essential for the function and doing so would invalidate the activity.	**C.11.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false
11.3 Understandable	---
11.3.1 Readable	---
11.3.1.1 Language of software	---
11.3.1.1.1 Language of software (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the	**C.11.3.1.1.1 Language of software (open functionality)** Type of assessment

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success criterion in Table 11.10.	Inspection
Table 11.10: Software success criterion: Language of software	Pre-conditions
The default human language of software can be programmatically determined.	1. The ICT is non-web software that provides a user interface.
NOTE 1: Where software platforms provide a "locale / language" setting, applications that use that setting and render their interface in that "locale / language" would comply with this success criterion. Applications that do not use the platform "locale / language" setting but instead use an accessibility-supported method for exposing the human language of the software would also comply with this success criterion. Applications implemented in technologies where assistive technologies cannot determine the human language and that do not support the platform "locale / language" setting may not be able to meet this success criterion in that locale / language.	2. The software provides support to assistive technologies for screen reading.
	Procedure
	1. Check that the software does not fail the Success Criterion in Table 11.10.
	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of page, replacing "each web page" with "software" and with the addition of note 1 above.	
WCAG 2.1 Success Criterion 3.1.1 Language of Page	
Understanding Language of Page	
How to Meet Language of Page	
(Level A)	
11.3.1.1.2 Language of software (closed functionality)	**C.11.3.1.1.2 Language of software (closed functionality)**
Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.14 (Spoken languages).	Type of assessment
	Testing
	Pre-conditions
	1. ICT is non-web software that provides a user interface.
	2. The user interface is closed to assistive technologies for screen reading.
	3. The speech output is provided as non-visual access to closed functionality.
	4. The speech output is not proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

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	5. The content is not generated externally and is under the control of the ICT vendor.
	6. The displayed languages can be selected using non-visual access.
	7. The user has not selected a speech language that is different from the language of the displayed content.
	Procedure
	1. Check that the speech output is in the same human language of the displayed content provided.
	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
11.3.2 Predictable	---
11.3.2.1 On focus Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus. NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	**C.11.3.2.1 On focus** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.2.2 On input	**C.11.3.2.2 On input**

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Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.2 On Input. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3 Input assistance	---
11.3.3.1 Error identification	---
11.3.3.1.1 Error identification (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.11.3.3.1.1 Error identification (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3.1.2 Error Identification (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.15 (Non-visual error identification).	**C.11.3.3.1.2 Error Identification (closed functionality)** Type of assessment Testing Pre-conditions 1. ICT is non-web software that provides a

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	user interface.
	2. The user interface is closed to assistive technologies for screen reading.
	3. Speech output is provided as non-visual access to closed functionality.
	4. An input error is automatically detected.
	Procedure
	1. Check that speech output identifies the item that is in error.
	2. Check that the speech output describes the item that is in error.
	Result
	Pass: Checks 1 and 2 are true
	Fail: Check 1 or check 2 false
11.3.3.2 Labels or instructions Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	**C.11.3.3.2 Labels or instructions** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3.3 Error suggestion Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions	**C.11.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion WCAG 2.1

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for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Success Criterion 3.3.3 Error Suggestion. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3.4 Error prevention (legal, financial, data) Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.11. **Table 11.11: Software success criterion: Error prevention (legal, financial, data)** For software that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) replacing "web pages" with "software". **WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)** Understanding Error Prevention (Legal, Financial, Data) How to Meet Error Prevention (Legal, Financial, Data) (Level AA)	**C.11.3.3.4 Error prevention (legal, financial, data)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.11. Result Pass: Check 1 is true Fail: Check 1 is false
11.4 Robust	---
11.4.1 Compatible	---
11.4.1.1 Parsing	---
11.4.1.1.1 Parsing (open functionality) Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table	**C.11.4.1.1.1 Parsing (open functionality)** Type of assessment Inspection

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11.12. **Table 11.12: Software success criterion: Parsing** For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed. NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats. NOTE 4: Examples of markup used internally for persistence of the software user interface that are never exposed to assistive technology include but are not limited to: XUL, GladeXML, and FXML. In these examples assistive technology only interacts with the user interface of generated software. NOTE 5: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.1 Parsing replacing "In content implemented using markup languages" with "For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2, 3 and 4 above. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing	Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.12. Result Pass: Check 1 is true Fail: Check 1 is false

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(Level A)	
11.4.1.1.2 Parsing (closed functionality) Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Parsing" success criterion in Table 11.10 because the intent of this success criterion is to provide consistency so that different user agents or assistive technologies will yield the same result.	**C.11.4.1.1.2 Parsing (closed functionality)** Clause 11.4.1.1.2 contains no requirements requiring test.
11.4.1.2 Name, role, value	---
11.4.1.2.1 Name, role, value (open functionality) Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table 11.13. **Table 11.13: Software success criterion: Name, role, value** For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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. NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification. NOTE 2: For conforming to this success criterion, it is usually best practice for software user interfaces to use the accessibility services provided by platform software. These accessibility services enable interoperability between software user interfaces and both assistive technologies and accessibility features of software in standardised ways. Most platform accessibility services go beyond programmatic exposure of name and role, and programmatic setting of states, properties and values (and notification of same), and specify additional information that could or should be exposed and / or set (for instance, a list of the available actions for a given user interface component, and a means to programmatically execute one of the listed actions). NOTE 3: This success criterion is identical to the WCAG	**C.11.4.1.2.1 Name, role, value (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.13. Result Pass: Check 1 is true Fail: Check 1 is false

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2.1 Success Criterion 4.1.2 Name, Role, Value replacing the original WCAG 2.1 note with: "This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification." and the addition of note 2 above. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value (Level A)	
11.4.1.2.2 Name, role, value (closed functionality) Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Name, role, value" success criterion in Table 11.11 because this success criterion requires information in a programmatically determinable form.	**C.11.4.1.2.2 Name, role, value (closed functionality)** Clause 11.4.1.2.2 contains no requirements requiring test.
11.5 Interoperability with assistive technology	---
11.5.1 Closed functionality Where the closed functionality of software conforms to clause 5.1 (Closed functionality) it shall not be required to conform with clause 11.5.2 to clause 11.5.2.17.	**C.11.5.1 Closed functionality** Type of assessment Inspection Pre-conditions 1. The software has closed functionality. Procedure 1. Check that the closed functionality conforms to clause 5.1. Result If check 1 is true, the software is not required to conform to clauses 11.5.2 to 11.5.17 If check 1 is false the software is required to conform to clauses 11.5.2 to 11.5.17
11.5.2 Accessibility services	---
11.5.2.1 Platform accessibility service support for software that provides a user interface Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to	**C.11.5.2.1 Platform accessibility service support for software that provides a user interface** Type of assessment

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interoperate with assistive technology.	Inspection
Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.	Pre-conditions
	1. The software evaluated is platform software.
	Procedure
	1. Check that the platform software documentation includes information about platform services that may be used by software that provides a user interface to interoperate with assistive technology.
NOTE 1: These define the minimum functionality of software providing user interfaces when using platform services.	Result
	Pass: Check 1 is true
NOTE 2: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services.	Fail: Check 1 is false
NOTE 3: User interface services that provide accessibility support by default are considered to be part of the services provided to conform to this clause (e.g. the service for creating a new user interface element provides role, state, boundary, name and description).	
NOTE 4: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement.	
NOTE 5: Within specific programming environments, the technical attributes associated with the user interface properties described in clauses 11.5.2.5 to 11.5.2.17 might have different names than those used within the clauses.	
11.5.2.2 Platform accessibility service support for assistive technologies	**C.11.5.2.2 Platform accessibility service support for assistive technologies**
Platform software shall provide a set of documented platform accessibility services that enable assistive technology to interoperate with software that provides a user interface running on the platform software.	Type of assessment
	Inspection
	Pre-conditions
Platform software should support the requirements of clauses 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirement are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most	1. The software evaluated is platform software.
	Procedure
	1. Check that the platform software documentation includes information about platform accessibility services that enables assistive technology to interoperate with

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commonly associated with copy and paste. NOTE 1: These define the minimum functionality available to assistive technologies when using platform services. NOTE 2: The definition of platform in clause 3.1 applies to software that provides services to other software, including but not limited to, operating systems, web browsers, virtual machines. NOTE 3: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services. NOTE 4: Typically these services belong to the same set of services that are described in clause 11.5.2.1. NOTE 5: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement.	software that provides a user interface running on the platform software. Result Pass: Check 1 is true Fail: Check 1 is false
11.5.2.3 Use of accessibility services Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology. NOTE: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2. It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.	**C.11.5.2.3 Use of accessibility services** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. Procedure 1. Check that the software uses the applicable documented platform accessibility services. 2. Check that the software can meet the applicable requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services. 3. Check that the software can meet requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services and other documented services. Result Pass: Check 1 is true and check 2 or check 3 is true Fail: Check 1 or check 3 is false
11.5.2.5 Object information	**C.11.5.2.5 Object information**

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Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.	Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. Procedure 1. Check that the user interface element's role is programmatically determinable by assistive technologies. 2. Check that the user interface element's state(s) is programmatically determinable by assistive technologies. 3. Check that the user interface element's boundary is programmatically determinable by assistive technologies. 4. Check that the user interface element's name is programmatically determinable by assistive technologies. 5. Check that the user interface element's description is programmatically determinable by assistive technologies. Result Pass: Checks 1, 2, 3, 4 and 5 are true Fail: Check 1 or 2 or 3 or 4 or 5 is false
11.5.2.6 Row, column, and headers Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.	**C.11.5.2.6 Row, column, and headers** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are data tables in the user interface. Procedure 1. Select a data table in which the tests are to be performed. 2. Check that each cell's row is programmatically determinable by assistive technologies. 3. Check that each cell's column is

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	programmatically determinable by assistive technologies.
	4. Check that each cell's row header, if the row header exists, is programmatically determinable by assistive technologies.
	5. Check that each cell's column header, if the column header exists, is programmatically determinable by assistive technologies.
	Result
	Pass: Checks 2, 3, 4 and 5 are true
	Fail: Check 2 or 3 or 4 or 5 is false
11.5.2.7 Values	**C.11.5.2.7 Values**
Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.	Type of assessment
	Inspection
	Pre-conditions
	1. The software evaluated is software that provides a user interface.
	2. There are user interface elements that can have values.
	Procedure
	1. Select a user interface element that can have a value.
	2. Check that the current value is programmatically determinable by assistive technologies.
	3. If the user interface element conveys information about a range of values, check that the minimum value is programmatically determinable by assistive technologies.
	4. If the user interface element conveys information about a range of values, check that the maximum value is programmatically determinable by assistive technologies.
	Result
	Pass: Checks 2, 3 and 4 are true
	Fail: Check 2 or 3 or 4 is false
11.5.2.8 Label relationships	**C.11.5.2.8 Label relationships**
Where the software provides a user interface it shall	Type of assessment

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expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.	Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that are labels of other user interface elements. Procedure 1. Obtain the information of each user interface element. 2. Check that the user interface element's information includes the relationship with the user interface element that is its label, if the current user interface element has a label, and that this relationship is programmatically determinable by assistive technologies. 3. Check that the user interface element's information includes the relationship with the user interface element that it is labelling, if the current user interface element is a label, and that this relationship is programmatically determinable by assistive technologies. Result Pass: Checks 2 or 3 are true Fail: Check 2 and 3 are false
11.5.2.9 Parent-child relationships Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.	**C.11.5.2.9 Parent-child relationships** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that are parents of other user interface elements in a hierarchical structure. Procedure 1. For user interface elements that have a parent, check that the user interface element's information includes the relationship with the user interface element that is its parent. 2. Check that the user interface elements that are parents of the user interface element

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	selected in check 1, include the relationship with the user interface elements that are its children in their information, and that this relationship is programmatically determinable by assistive technologies. 3. For user interface elements that are a parent of other user interface elements, check that the user interface element's information includes the relationship with the user interface elements that are its children, and that this relationship is programmatically determinable by assistive technologies. 4. Check that the user interface elements that are a child of the user interface element selected in check 3, include the relationship with the user interface elements that are its parents in their information, and that this relationship is programmatically determinable by assistive technologies. Result Pass: Checks 1 or 2 is true and check 3 or 4 is true Fail: Checks 1 and 2 are false or check 3 and 4 are false NOTE: For this requirement it is enough that one of the two directions of a parent-child relationship is programmatically determinable. This is the reason why the requirement checks are in pairs and why the requirement is met if one member of each pair is true.
11.5.2.10 Text Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.	**C.11.5.2.10 Text** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There is text rendered to the screen. Procedure 1. For instances of text rendered to the screen, check that the text's information includes its text content, and that this information is programmatically determinable

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	by assistive technologies.
	2. For instances of text rendered to the screen, check that the text's information includes its attributes, and that this information is programmatically determinable by assistive technologies.
	3. For instances of text rendered to the screen, check that the text's information includes its boundary, and that this information is programmatically determinable by assistive technologies.
	Result
	Pass: Checks 1, 2 and 3 are true
	Fail: Check 1 or 2 or 3 is false
11.5.2.11 List of available actions Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies.	**C.11.5.2.11 List of available actions** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that have actions that can be executed by the user. Procedure 1. Check that the user interface element's information includes the list of actions that can be executed. 2. Check that this list is programmatically determinable by assistive technologies. Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false
11.5.2.12 Execution of available actions Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies. NOTE 1: In some cases the security requirements imposed on a software product may forbid external	**C.11.5.2.12 Execution of available actions** Type of assessment Inspection and testing Pre-conditions 1. The software evaluated is software that provides a user interface.

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software from interfering with the ICT product. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	2. There are user interface elements that have actions that can be executed by the user. 3. The security requirements permit assistive technology to programmatically execute user actions. Procedure 1. Check that the user interface element's information includes the list of actions that can be executed by assistive technologies according to 11.5.2.11. 2. Check that all the actions in the list can successfully be executed by assistive technologies. Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false
11.5.2.13 Tracking of focus and selection attributes Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.	**C.11.5.2.13 Tracking of focus and selection attributes** Type of assessment Inspection and testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that enable text editing. Procedure 1. Check that the user interface element's information includes mechanisms to track focus, text insertion point and selection attributes. 2. Check that this information is programmatically determinable by assistive technologies. 3. Activate those tracking mechanisms. 4. As a user, use the text editing functionality in the evaluated software product. 5. Check that the tracking of focus, text insertion point and selection attributes work. Result

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	Pass: Checks 2 and 5 are true
	Fail: Check 1 or 5 is false
11.5.2.14 Modification of focus and selection attributes Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	**C.11.5.2.14 Modification of focus and selection attributes** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that can receive focus or that enable text editing. 3. The security requirements permit platform software to programmatically modify focus, text insertion point and selection attributes of user interface elements. Procedure 1. For user interface elements that can receive focus and where the focus can be modified by a user without the use of assistive technology, check that the focus can be programmatically modified by assistive technologies. 2. For user interface elements that enable text editing by a user without the use of assistive technology, check that the position of the text insertion point can be programmatically modified by assistive technologies. 3. For user interface elements that enable text editing, check that the selection attributes can be programmatically modified by assistive technologies where they can be modified by user without the use of assistive technology. Result Pass: All checks are true Fail: Any check is false
11.5.2.15 Change notification Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to	**C.11.5.2.15 Change notification** Type of assessment Inspection and testing Pre-conditions

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11.5.2.11 and 11.5.2.13.	1. The software evaluated is software that provides a user interface.
	Procedure
	1. Activate notifications of changes in the user interface elements.
	2. Check that notifications about changes in object information (role, state, boundary, name and description) are sent to assistive technologies, if this information changes in the software user interface.
	3. Check that notifications about changes in row, column and headers of data tables are sent to assistive technologies, if this information changes in the software.
	4. Check that notifications about changes in values (current value, minimum value and maximum value) are sent, if this information changes in the software.
	5. Check that notifications about changes in label relationships are sent to assistive technologies, if this information changes in the software.
	6. Check that notifications about changes in parent-child relationships are sent to assistive technologies, if this information changes in the software.
	7. Check notifications about changes in text (text contents, text attributes and the boundary of text rendered to the screen) are sent to assistive technologies, if this information changes in the software.
	8. Check that notifications about changes in the list of available actions are sent to assistive technologies, if this information changes in the software.
	9. Check that notifications about changes in focus, text insertion point and selection attributes are sent to assistive technologies, if this information changes in the software.
	Result
	Pass: Checks 2, 3, 4, 5, 6, 7, 8 and 9 are true
	Fail: Check 2, 3, 4, 5, 6, 7, 8 or 9 is false

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11.5.2.16 Modifications of states and properties Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	**C.11.5.2.16 Modifications of states and properties** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose state or properties can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify states and properties of user interface elements. Procedure 1. Check that the state of user interface elements, whose state can be modified by a user without the use of assistive technology, can be programmatically modified by assistive technologies. 2. Check the properties of user interface elements, whose properties can be modified by a user without the use of assistive technologies, can be programmatically modified by assistive technologies. Result Pass: All checks are true Fail: Any check is false
11.5.2.17 Modifications of values and text Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to	**C.11.5.2.17 Modifications of values and text** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose values or text can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify values

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national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	and text of user interface elements. Procedure 1. Check that the values of user interface elements, whose values can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. 2. Check that the text of user interface elements, whose text can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. Result Pass: all checks are true Fail: any check is false
11.6 Documented accessibility usage	---
11.6.2 No disruption of accessibility features Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.	**C.11.6.2 No disruption of accessibility features** Type of assessment Testing Pre-conditions 1. There are platform features that are defined in the platform documentation as accessibility features. Procedure 1. Check if software that provides a user interface disrupts normal operation of platform accessibility features. 2. Check if the disruption was specifically requested or confirmed by the user. Result Pass: Check 1 is false or both checks are true Fail: Check 1 is true and check 2 is false
11.7 User preferences Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed	**C.11.7 User preferences** Type of assessment Inspection and Testing Pre-conditions

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to be isolated from its underlying platforms. NOTE: Software that is isolated from its underlying platform has no access to user settings in the platform and thus cannot adhere to them.	1. The software is software that provides a user interface. Procedure 1. Check if the software provides sufficient modes of operation that uses user preferences for platform settings for colour, contrast, font type, font size, and focus cursor. 2. Check that the software documentation indicates that the software is designed to be isolated from its underlying platform. Result Pass: Check 1 is true or Check 1 is false and check 2 is true Fail: Check 1 is false and check 2 is false
12 Documentation and support services	---
12.1 Product documentation	---
12.1.1 Accessibility and compatibility features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	**C.12.1.1 Accessibility and compatibility features** Type of assessment Inspection Pre-conditions 1. Product documentation is supplied with the ICT. Procedure 1. Check that product documentation provided with the ICT lists and explains how to use the accessibility and compatibility features of the ICT. Result Pass: Check 1 is true Fail: Check 1 is false
12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a. a Web format that conforms to the requirements of clause 9, or	**C.12.1.2 Accessible documentation** Type of assessment Inspection Pre-conditions 1. Product documentation in electronic format

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b. a non-web format that conforms to the requirements of clause 10. NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible. NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments). NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible. NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.	is supplied with the ICT. Procedure 1. Check that product documentation in electronic format provided with the ICT conforms to the requirements of clauses 9 or 10 as appropriate. Result Pass: Check 1 is true Fail: Check 1 is false
12.2 Support services	---
12.2.1 General (informative) ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.	**C.12.2.1 General (informative)** Clause 12.2.1 is informative only and contains no requirements requiring test.
12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	**C.12.2.2 Information on accessibility and compatibility features** Type of assessment Inspection Pre-conditions 1. ICT support services are provided. Procedure 1. Check that the ICT support services provide information on the accessibility and compatibility features that are included in the product documentation. Result Pass: Check 1 is true Fail: Check 1 is false
12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	**C.12.2.3 Effective communication** Type of assessment Inspection

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	Pre-conditions
	1. ICT support services are provided.
	Procedure
	1. Check that the ICT support services accommodate the communication needs of individuals with disabilities either directly or through a referral point.
	Result
	Pass: Check 1 is true
	Fail: Check 1 is false
	NOTE: The provision of any level of support for the communication needs of individuals with disabilities constitutes a pass of this requirement. Suppliers may wish to provide further information about the level of support that is provided to enable the adequacy and quality of the support to be judged.

12.2.4 Accessible documentation
 	
Documentation provided by support services shall be made available in at least one of the following electronic formats:
 	
   a. a Web format that conforms to clause 9; or
   b. a non-web format that conforms to clause 10.
 	
NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.
 	
NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).
 	
NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.
	C.12.2.4 Accessible documentation
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	1. Documentation is provided by the ICT support services.
	
	Procedure
	
	1. Check that documentation in electronic format provided by the ICT support services conforms to the requirements of clauses 9 or 10 as appropriate.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false

13 ICT providing relay or emergency service access	---
13.2 Access to relay services Where ICT systems support two-way communication and a set of relay services for such communication is specified, access to those relay services shall not be prevented for outgoing and incoming calls.	**C.13.2 Access to relay services** Type of assessment Inspection Pre-conditions

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NOTE 1: Two-way communication may include voice, real-time text, or video, singly or in combinations supported by both the relay service and the ICT system. NOTE 2: The purpose of this requirement is to achieve functionally equivalent communication access by persons with disabilities.	1. The ICT system supports two-way communication. 2. A set of relay services for two-way communication is specified. Procedure 1. Check that the system does not prevent access to those relay services for incoming and outgoing calls. Result Pass: Check 1 is true Fail: Check 1 is false
13.3 Access to emergency services Where ICT systems support two-way communication and a set of emergency services for such communication is specified, access to those emergency services shall not be prevented for outgoing and incoming calls. NOTE 1: Two-way communication may include voice, real-time text, or video, singly or in combinations supported by both the emergency service and the ICT system. NOTE 2: The purpose of this requirement is to achieve functionally equivalent communication access to the emergency service by persons with disabilities.	**C.13.3 Access to emergency services** Type of assessment Inspection Pre-conditions 1. The ICT system supports two-way communication. 2. A set of emergency services for two-way communication is specified. Procedure 1. Check that the system does not prevent access to those emergency services for outgoing and incoming calls. Result Pass: Check 1 is true Fail: Check 1 is false

Annex - References (from EN 301 549)

2.1 Normative references

References are specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at ETSI References in docbox.

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

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The following referenced documents are necessary for the application of the present document.

[1] ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".

[2] ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids Part 1: Fixed-line speech terminals".

[3] ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".

[4] W3C Recommendation (December 2008) /ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

- NOTE: Available at WCAG 2.0.

[5] W3C Proposed Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

- NOTE: Available at WCAG 2.1.

2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

[i.1] ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".

[i.2] ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".

[i.3] European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".

[i.4] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".

[i.5] ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".

[i.6] ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".

[i.7] ETSI CEN/CENELEC/ETSI TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".

[i.8] ETSI CEN/CENELEC/ETSI TR 101 551: "Guidelines on the use of accessibility award criteria suitable for publicly procured ICT products and services in Europe".

[i.9] ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".

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[i.10] ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".

[i.11] ETSI TS 122 173: "Digital cellular telecommunications system (Phase 2+) (GSM); Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Core Network Subsystem (IMS) Multimedia Telephony Service and supplementary services; Stage 1 (3GPP TS 22.173)".

[i.12] ETSI TS 134 229: "Universal Mobile Telecommunications System (UMTS); LTE; Internet Protocol (IP) multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP); User Equipment (UE) conformance specification (3GPP TS 34.229)".

[i.13] IETF RFC 4103 (2005): "RTP Payload for Text Conversation".

[i.14] ISO/IEC 17007:2009: "Conformity assessment - Guidance for drafting normative documents suitable for use for conformity assessment".

[i.15] ISO 9241-11:1998: "Ergonomic requirements for office work with visual display terminals (VDTs) -- Part 11: Guidance on usability".

[i.16] ISO 9241-110:2006: "Ergonomics of human-system interaction -- Part 110: Dialogue principles".

[i.17] ISO 9241-171:2008: "Ergonomics of human-system interaction-Part 171: Guidance on software accessibility".

[i.18] ISO 26800:2011: "Ergonomics - General approach, principles and concepts".

[i.19] ISO/IEC 13066-1:2011: "Information technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability".

[i.20] Recommendation ITU-T E.161 (2001): "Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network".

[i.21] Recommendation ITU-T G.722 (1988): "7 kHz audio-coding within 64 kbit/s".

[i.22] Recommendation ITU-T G.722.2 (2003): "Wideband coding of speech at around 16 kbit/s using Adaptive Multi-Rate Wideband (AMR-WB)".

[i.23] Recommendation ITU-T V.18 (2000): "Operational and interworking requirements for DCEs operating in the text telephone mode".

[i.24] TIA-1083-A (2010): "Telecommunications; Telephone Terminal equipment; Handset magnetic measurement procedures and performance requirements".

[i.25] US Department of Justice: "2010 ADA Standards for Accessible Design".

[i.26] W3C Working Group Note 5 September 2013: "Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT)".

- NOTE: Available at WCAG2ICT.

[i.27] Commission Implementing Decision of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.

[i.28] Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.

[i.29] ETSI EN 301 549 (V1.1.2) (04-2015): "Accessibility requirements suitable for public procurement of ICT products and services in Europe".

[i.30] ETSI TR 101 552: "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe".

Annex - Definitions and abbreviations (from EN 301 549)

3.1 Definitions

For the purposes of the present document, the terms and definitions given in ETSI EG 201 013 [i.4] and the following apply:

accessibility: extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use (from ISO 26800 [i.18])

- NOTE 1: Context of use includes direct use or use supported by assistive technologies.
- NOTE 2: The context in which the ICT is used may affect its overall accessibility. This context could include other products and services with which the ICT may interact.

assistive technology: hardware or software added to or connected to a system that increases accessibility for an individual

- NOTE 1: Examples are Braille displays, screen readers, screen magnification software and eye tracking devices that are added to the ICT.
- NOTE 2: Where ICT does not support directly connected assistive technology, but which can be operated by a system connected over a network or other remote connection, such a separate system (with any included assistive technology) can also be considered assistive technology.

audio description: additional audible narrative, interleaved with the dialogue, which describes the significant aspects of the visual content of audio-visual media that cannot be understood from the main soundtrack alone

- NOTE: This is also variously described using terms such as "video description" or variants such as "descriptive narration".

authoring tool : software that can be used to create or modify content

- NOTE 1: An authoring tool may be used by a single user or multiple users working collaboratively.
- NOTE 2: An authoring tool may be a single stand-alone application or be comprised of collections of applications.
- NOTE 3: An authoring tool may produce content that is intended for further modification or for use by end-users.

caption: synchronized visual and/or text alternative for both speech and non-speech audio information needed to understand the media content (after WCAG 2.1 [5])

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- NOTE: This is also variously described using terms such as "subtitles" or variants such as "subtitles for the deaf and hard-of-hearing".

closed functionality : functionality that is limited by characteristics that prevent a user from attaching, installing or using assistive technology

content: information and sensory experience to be communicated to the user by means of software, including code or mark-up that defines the content's structure, presentation, and interactions (after WCAG2ICT [i.26])

- NOTE: Content occurs in three places: web pages, documents and software. When content occurs in a web page or a document, a user agent is needed in order to communicate the content's information and sensory experience to the user. When content occurs in software, a separate user agent is not needed in order to communicate the content's information and sensory experience to the user - the software itself performs that function.

context of use: users, tasks, equipment (hardware, software and materials), and the physical and social environments in which a product is used (from ISO 9241-11 [i.15])

open functionality: functionality that supports access by assistive technology

- NOTE: This is the opposite of Closed Functionality.

operable part : component of ICT used to activate, deactivate, or adjust the ICT

- NOTE: Operable parts can be provided in either hardware (see mechanically operable parts, above) or software. An on-screen button is an example of an operable part provided by software.

platform software : collection of software components that runs on an underlying software or hardware layer, and that provides a set of software services to other software components that allows those applications to be isolated from the underlying software or hardware layer (after ISO/IEC 13066-1 [i.19])

- NOTE: A particular software component might play the role of a platform in some situations and a client in others.

programmatically determinable : able to be read by software from developer-supplied data in a way that other software, including assistive technologies, can extract and present this information to users in different modalities

- NOTE: WCAG 2.1 uses "determined" where this definition uses "able to be read" (to avoid ambiguity with the word "determined").

real-time text : form of a text conversation in point to point situations or in multipoint conferencing where the text being entered is sent in such a way that the communication is perceived by the user as being continuous

satisfies a success criterion: success criterion does not evaluate to "false" when applied to the ICT (after WCAG 2.1 [5])

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terminal: combination of hardware and/or software with which the end user directly interacts and that provides the user interface

- NOTE 1: The hardware may consist of more than one device working together e.g. a mobile device and a computer.
- NOTE 2: For some systems, the software that provides the user interface may reside on more than one device such as a telephone and a server.

user agent: software that retrieves and presents content for users (after WCAG 2.1 [5])

- NOTE 1: Software that only displays the content contained within it is treated as software and not considered to be a user agent.
- NOTE 2: An example of software that is not a user agent is a calculator application that does not retrieve the calculations from outside the software to present it to a user. In this case, the calculator software is not a user agent, it is simply software with a user interface.
- NOTE 3: Software that only shows a preview of content such as a thumbnail or other non-fully functioning presentation is not providing user agent functionality.

user interface: all components of an interactive system (software or hardware) that provide information and/or controls for the user to accomplish specific tasks with the interactive system (from ISO 9241-110 [i.16])

user interface element: entity of the user interface that is presented to the user by the software (after ISO 9241-171 [i.17])

- NOTE 1: This term is also known as "user interface component".
- NOTE 2: User-interface elements can be interactive or not.

web content: content that belongs to a web page, and that is used in the rendering or that is intended to be used in the rendering of the web page

web page: non-embedded resource obtained from a single URI using HTTP plus any other resources that are used in the rendering or intended to be rendered together with it by a user agent (after WCAG 2.1 [5])

3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

ADA Americans with Disabilities Act

ANSI American National Standards Institute

AT Assistive Technology

CIF Common Intermediate Format

CSS Cascading Style Sheets

DOM Document Object Model

EU European Union

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FPS Frames Per Second

FXML XML-based user interface markup language

HTML HyperText Markup Language

HTTP HyperText Transfer Protocol

ICT Information and Communication Technology

IETF Internet Engineering Task Force

IMS IP Multimedia System

IP Internet Protocol

JWG Joint Working Group (of CEN/CENELEC/ETSI)

ODF Open Document Format

OOXML Office Open eXtensible Markup Language

PSTN Public Switched Telephone Network

QCIF Quarter Common Intermediate Format

RFC Request For Comment

RTT Real-Time Text

SC Success Criterion

SIP Session Initiation Protocol

URI Uniform Resource Identifier

USB Universal Serial Bus

VoIP Voice over IP

W3C World Wide Web Consortium

WCAG Web Content Accessibility Guidelines (of W3C)

XML eXtensible Markup Language

XUL XML User interface Language

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Annex - Practical guidance for accessible non-web documentation

In WCAG "success criteria" are all technology agnostic. The requirements for non-web documents are based on the WCAG 2.1 level AA requirements, which means all level A and AA criteria relevant to documents must be met.

The W3C publishes sufficient techniques to meet WCAG success criteria, including techniques for non-web document formats such as PDF. Using a given technique is considered "sufficient" to meet the criteria relevant to the technique, but you can also meet the criteria in other ways.

Shared Services Canada has created a set of guides for producing accessible documents in Microsoft Office:

- How to create accessible documents

Various software vendors and organizations offer supplementary material that provides instructions for making documents accessible:

- Adobe PDF accessibility
- Accessible Digital Office Document (ADOD) Project
- Microsoft Accessibility Checker
- Webaim: Microsoft Word Techniques
- Webaim: PDF Techniques
- Canada.ca Content Style Guide
- Google Docs – Make your document or presentation accessible
- Web Accessibility Perspectives - Compilation of 10 Topics/Videos
- 18F Web Accessibility Guide
- University of Washington Accessible Document Guides

NOTE: Following the guidance given in the links above does not guarantee compliance with WCAG 2.1. Links are provided for reference only.

ANNEX A – Definitions and Acronyms

Acronym / Term	Definition
Contracting Authority	Means the person designated as such in the contract, or in a notice to the contractor, to represent Canada in the administration of the contract.
Designated User	a person who has been designated by the Client to use the Services on behalf of the Client
ELS	English second language
Free-paced self-learning	Autonomous learning, at your own pace, without the help of a tutor or teacher.
FSL	French second language
GC	Government of Canada
ICT	Information and Communications Technology (ICT) includes hardware, software, voice communication, video capabilities and digital content (including web and non-web based information).
Interpretation for Conference Events	This refers to conference interpretation services from English to French or French to English at the following events: international summits, bilateral or multilateral exchanges between heads of state and the government, intradepartmental or interdepartmental conferences, meetings between federal ministers and their provincial or territorial counterparts, and meetings of other federal organizations, as required.
Interpretation for Parliamentary Events	This refers to interpretation services from English to French or French to English to the Parliament of Canada in House of Commons, Senate and Cabinet debates and Cabinet committees, press conferences or events involving the work of Parliamentary associations. Resources regularly accompany senators and MPs who belong to Parliamentary committees when they travel in Canada and abroad.
Learner	Person registered in the official languages learning application.
Official Languages	The Official Languages Act (the Act) stipulates that the Constitution provides that French and English are the official languages of Canada and that they have equal status and equal rights and privileges as to their use in the institutions of the Parliament and Government of Canada.
PSPC	Means the Department of Public Services and Procurement Canada, as set out in the Department of Public Works and Government Services Act.
RFI	Request for Information
Translation Bureau	Refers to the department or agency for which the work is performed.
Unlimited user subscription	This formula allows you to purchase the right to use the license for an unlimited number of users. This right is unlimited and without additional fees.
Web and mobile Application	Application software (or application) hosted on a server and accessible through a web or mobile browser.