

# (Infobase Platform) Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version:** Infobase Platform

**Report Date:** October 2025

**Product Description:** The Infobase Platform is an integrated content delivery platform for digital reference, video, and book databases, inclusive of an array of content engagement capabilities.

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## Evaluation Methods Used:

This accessibility evaluation employed a hybrid approach that combines the extensive discovery capabilities of automated tools with thorough manual and assistive technology testing. An initial accessibility analysis was performed using a set of industry-standard browser plugins, including WAVE, TPGi's ARC Toolkit, Microsoft's Accessibility Insights for Web, SiteImprove's Accessibility Checker, and Deque's axe DevTools. These tools helped identify programmatic issues and evaluate compliance with WCAG standards. Specific color contrast assessments were conducted with the Colour Contrast Analyser (CCA) tool. Text spacing testing was carried out using the Text Spacing Editor Chrome extension. To evaluate the real-world user experience and test for functional accessibility, manual testing was conducted using JAWS 2025 (with the Chrome browser) as a screen reader to assess keyboard-only navigation, focus management, and overall usability for users of assistive technology.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(Yes)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>While most non-text content includes a text alternative or a programmatic label, some recurring implementation patterns can cause these alternatives to inaccurately describe certain functions of the Infobase platform's content, especially for images used as links.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● In content carousels (e.g., the "homepage" and "You may also like..."), a thumbnail image and its adjacent title text are coded as two separate links. Because both links are given an identical accessible name, screen readers announce the same text twice. Creating a longer, less efficient navigational announcement may confuse the user experience.</li> <li>● In the site footer, several social media icons function as links but contain no text, alternative text (alt), or aria-label. As a result, a screen reader announces them generically as "link," and their purpose cannot be determined.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> </ul>	<p>Supports</p>	<p>The platform's integrated video player can support a wide range of video and multimedia content. If audio-only or video-only content is available, the video player and transcript features are designed to provide the necessary alternatives for such content. Additionally, all media on the Infobase platform are accessed based on the account's subscription. Finally,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>the platform supports the inclusion of detailed descriptions about the files, and the player will indicate when alternative formats are available as needed.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The Infobase platform's integrated video player can accommodate pre-recorded videos with synchronized closed captioning and interactive transcripts. Users can turn these features on or off through the video player controls and transcript panels. Additionally, transcripts can be downloaded as either a text file or a PDF.</p> <p>For a more complete understanding of the platform's captions and video player capabilities, see <a href="#">EN 301 549 Clause 7: ICT with Video Capabilities</a>.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> </ul>	<p>Supports</p>	<p>The Infobase platform's integrated video player can accommodate a wide range of video and multimedia content. As noted, it also provides closed captioning and interactive transcripts that can be downloaded as</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>either a text file or a PDF. Additionally, if available, the video player allows for the inclusion of a separate user-selectable audio track containing audio descriptions for pre-recorded video.</p> <p>For a more complete understanding of the platform's audio description and video player capabilities, see <a href="#">EN 301 549 Clause 7: ICT with Video Capabilities</a>.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most information, structure, and relationships are conveyed through the presentation of the content, which can be programmatically determined using semantic HTML and ARIA or are available through text.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● Missing or misaligned ARIA parent container roles may impact the video title carousel slider on the homepage and the 'You may also like...' section of video pages, potentially misleading assistive technology about the proper relationship between UI elements.</li> <li>● Some form inputs and controls lack programmatically associated labels or ARIA attributes to describe their purpose and state (e.g., selected, checked), making them difficult</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>to understand and operate without visual context.</p> <ul style="list-style-type: none"> <li>On the "Explore" page, a component that looks and functions like a set of tabs is not programmatically identified with the role="tablist" structure, preventing screen readers from presenting it as a tabbed interface.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The Infobase platform's reading and navigation order of the content is logical and intuitive.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> </ul>	Supports	Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided.

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<ul style="list-style-type: none"> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Color is not the sole means of conveying information. It may serve to emphasize or highlight specific links or controls, but it is typically used in conjunction with other visual cues.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> </ul>	Supports	No audio automatically plays when a page loads. The video player also lets users control media playback, with controls for pause, mute, and volume

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<ul style="list-style-type: none"> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		adjustments. Video player controls can be operated using a mouse, pointer gestures, or keyboard.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	All functionality of the Infobase platform can be accessed using a keyboard. All interactive elements, such as links, buttons, form controls, and video controls, are operable with standard keyboard navigation conventions: Tab, Shift+Tab, Enter, Spacebar, Arrow keys, and Esc. Furthermore, the keyboard navigation follows a logical order, and no keyboard traps prevent users from moving to or from any component.
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p>	Supports	Keyboard focus can be moved to or from all user interface components, such as the video player,

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<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>transcripts panel, and the Save, Share, Cite, and Snip panels, which do not unintentionally trap the user's focus.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>There are no keyboard shortcuts that are implemented using only a single letter, punctuation mark, number, or symbol character.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Not Applicable</p>	<p>The Infobase platform does not require timed responses or include time limits.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The Infobase platform does not include any moving, blinking, scrolling, or auto-updating content that starts automatically and plays for longer than five seconds. All animations and media, like the homepage carousel and videos, are initiated by the user and include mechanisms to pause or stop the motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The Infobase platform does not display content that flashes more than three times within one second.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Partially Supports	<p>The Infobase platform offers a "Skip to Main Content" link, allowing users to bypass repetitive navigation content. However, the implementation has the following limitations:</p> <ul style="list-style-type: none"> <li>● When a user navigates from one page to another within the platform (e.g., by activating a link), keyboard focus is often placed directly in the main content area of the new page. This placement prevents keyboard-only users from accessing the "Skip to Main Content" link, as the focus has already moved past it. The skip link is correctly focused and accessible only when a page is loaded directly via its URL.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p>Please note that an additional bypass link, "Skip Transcript," is available within the interactive transcript panel.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Most pages on the Infobase platform have titles that clearly describe their subject or purpose. However, when a user navigates to a page of a specific subject or creator—such as those pages found through the "Subjects" or "Created By" links—the page's title changes to a generic label of "Search" instead of showing the subject or creator's name. This generic labelling could confuse users who are trying to switch browser tabs or understand the page's context with assistive technology.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	<p>Supports</p>	<p>The Infobase platform's focus order is logical and intuitive, allowing users to navigate through content in a predictable manner.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The purpose of most links in the Infobase platform can be determined by the link text alone or from its programmatic information.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● On pages that display a list of video "cards", like on the "homepage" and "You may also like..." section, the link for each video incorrectly includes the entire multi-sentence description in its accessible name. This forces screen reader users to hear a long paragraph of text to understand a single link, making navigation inefficient.</li> <li>● The video "cards" mentioned above include two separate, adjacent links to the same destination: one on the thumbnail image and one on the video's title. These two links create unnecessary duplicate announcements for screen reader users.</li> <li>● As mentioned, there is a "Skip Transcript" bypass block, but the purpose of the skip link is unclear. Once activated, the focus skips the interactive transcript text and jumps either to an AutoScroll button or the first link in the Segments panel.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>In the site footer, several social media icons function as links but contain no text, alternative text (alt), or aria-label. As a result, a screen reader announces them generically as "link," and their purpose cannot be determined.</li> </ul>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>All functionality that uses path-based gestures (such as swiping or dragging) can also be operated with single-pointer activation (like a click or tap), without any loss of information or function. For instance, the content carousel can be advanced with a swipe gesture on touchscreen devices. It also offers "Next" and "Previous" arrow buttons that perform the same actions with a single click or tap. Additionally, interactive controls within the video player, such as the timeline scrub bar or volume slider, can be controlled by clicking or tapping specific points and do not need a path-based gesture to work.</p>
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	<p>For all clickable controls, functionality activates only after the touch is released from the screen or the mouse button is released (up-event). Additionally, users can quickly move the pointer away from interactive elements before releasing a clickable control, such as buttons and links, to prevent unintentional actions from occurring.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most interactive elements, including buttons, links, and form fields, provide sufficient accessible name information for assistive technologies to access and use programmatically.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● The View All buttons on the Subjects page all have an aria-label attribute of "Load more topics..." so the accessible name, "Load more topics...", is different from the visible name, View All. Because the accessible name does not contain the text of the visible label, it will cause voice commands to fail for speech-input users who say, "click View All". It can also be confusing for other users of assistive technology.</li> </ul>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p>The Infobase platform does not utilize or require any form of user or device motion for its operation. All functionalities are accessible through standard input methods such as keyboard and mouse interactions.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The Infobase platform sets the primary language of the page using the appropriate HTML language attribute (e.g., <html lang= "en">).
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Supports	When elements receive focus, they do not initiate unexpected changes, allowing users to navigate without confusion.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The Infobase platform is designed so that changes in content or context do not occur automatically in response to user input. All content changes occur only after the user initiates and confirms deliberate actions, such as clicking a submit button or pressing the Enter key.
<p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	The Infobase platform provides a consistent help feature by including a "Help" link in the footer of every page. This link directs users to a Zendesk help portal, where they can access various support options, including self-help articles, the ability to call support, and the option to e-mail support questions. The consistent placement of the help link across all pages ensures that users can easily find assistance whenever needed.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	The Infobase platform provides clear and descriptive error identification for user input. When a user encounters an error while filling out a form field (though there are very few), the platform highlights

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>the erroneous fields and provides specific text descriptions of the error.</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially supports</p>	<p>The Infobase platform design prioritizes accessible user interactions by ensuring that all interactive components are accompanied by clear, visible text—such as associated label elements in form input fields, programmatic button elements, or contextual instructions—that explain their purpose and usage.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● Resetting password form input fields may have missing or unassociated ARIA labels.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	The Infobase platform does not include multi-step processes that require a user to re-enter previously provided information within the same session.
<p><a href="#">4.1.1 Parsing</a> (Level A)  Applies to:  WCAG 2.0 and 2.1 – Always answer 'Supports'  WCAG 2.2 (obsolete and removed) - Does not apply  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	Partially Supports	<p>The Infobase platform utilizes HTML controls, such as buttons, links, and form fields, with the correct name, role, and value attributes.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● Some components use ARIA attributes with invalid or missing values.</li> <li>● Some form inputs and custom controls are missing an accessible name.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Some ARIA attributes point to element IDs that don't exist.</li> </ul>

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	The Infobase platform does not provide live video media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to:	Supports	The Infobase platform's integrated video player can accommodate a wide range of video and multimedia

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>content. Additionally, if available, the video player allows for the inclusion of a separate user-selectable audio track containing audio descriptions for pre-recorded video.</p> <p>For a more complete understanding of the platform’s audio description and video player capabilities, see <a href="#">EN 301 549 Clause 7: ICT with Video Capabilities</a>.</p>
<p><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>The Infobase platform is designed to be fully responsive and adaptable across screen orientations. The layout and content automatically adjust when switching between portrait and landscape modes, ensuring that all essential features remain accessible and usable. This responsive design supports devices with small screens—such as mobile phones and tablets—eliminating the need for horizontal scrolling or zooming to view content.</p>
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>The Infobase platform collects only a minimal amount of personal information, mainly for user authentication (username and password) to access the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<p>Settings and Save features. These user-input fields are programmatically identified using appropriate HTML autocomplete attributes.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The visual presentation of standard body text (e.g., video descriptions) meets the minimum contrast ratio of 4.5:1 or greater. Large text (e.g., video titles, subject headers) meets the required minimum contrast ratio of 3:1. However, please note that rendering variations across some displays, specifically due to font anti-aliasing, may reduce the contrast of the text. We will continue to monitor browser updates and their impact on our front-end display to avoid and prevent anti-aliasing dimming.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> </ul>	<p>Supports</p>	<p>The Infobase platform has been tested at a zoom level of 200%. When resizing text, there is no loss of content or functionality. Additionally, all navigation, text, and visual non-text content, including the video player,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		remain clear and fully functional at zoom levels of 200% or more.
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Images of text are not used for user interface components. The use of images of text is limited to situations where a specific presentation is essential, as permitted by the success criterion guidelines, which include: <ul style="list-style-type: none"> <li>● The Infobase logo, which links to the homepage, is presented as an image of text, which is essential to the platform's brand identity.</li> <li>● Some video thumbnails may contain text as part of their official cover art. This text is considered essential to the identity of the media, and the information is also usually provided as real text in the adjacent video title or description.</li> </ul>
<p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>	Supports	Text and content can be presented without loss of information or functionality, and without requiring

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<p>scrolling in two dimensions when viewed up to 400% zoom or within a viewport of 320 CSS Pixels.</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>The visual presentation of all interactive user interface components—including buttons, form fields, icons, and other elements essential for identifying interactive functionality—has been evaluated and meets the required non-text contrast ratio of at least 3:1 against adjacent colors in all applicable states.</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> </ul>	<p>Supports</p>	<p>The Infobase platform allows users to adjust text spacing through browser extensions or custom style sheets by setting line height to at least 1.5 times the font size, letter spacing to at least 0.12 times the font size, word spacing to at least 0.16 times the font size, and spacing after paragraphs to at least 2 times the font size, all without affecting functionality and the content remains readable.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	This criterion is not applicable, as the Infobase platform does not utilize custom tooltips, banners, or other additional content that appears when hovering over a pointer or when keyboard focus is applied.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Supports	Infobase platform users can access content in multiple ways. There is a comprehensive search feature and A-Z navigation for discovering content by subject, topics, genre, content source provider, or creator, such as media companies, distributors, or producers.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<u><a href="#">2.4.6 Headings and Labels</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	Descriptive headings and labels are used throughout the Infobase platform to indicate the topic or purpose of content or components. Headings are organized into logical sections, such as "Description," "Details," and "You May Also Like..." Most labels on interactive controls describe their functions and are set programmatically.  Current exceptions: <ul style="list-style-type: none"> <li>● On the initial login popups and user profile pages, some form fields are missing programmatically associated labels to describe their purpose.</li> <li>● On video pages, the accessible name for the "Play" button is not fully descriptive. The button's aria-label programmatically includes a non-descriptive internal video ID (e.g., "Play, title: 296591") instead of the actual, human-readable video title.</li> </ul>
<u><a href="#">2.4.7 Focus Visible</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> </ul>	Supports	The Infobase platform provides a mode of operation where the keyboard focus indicator is visible, allowing users to see the current focus as they navigate the platform using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	When a user interface (UI) component receives focus, the component is not entirely hidden due to author-created content.
<p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	A single pointer can perform all dragging-related functions. For example, users can control the video player's timeline (scrub bar) and volume slider by clicking directly on specific points within the controls. Additionally, the homepage carousels can be navigated easily with a single click of the navigation arrows provided at all times. These functions are also fully accessible via the keyboard.
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Key interactive UI elements, such as buttons, links, and form controls, have a minimum target size or spacing of 24 by 24 CSS pixels around them. When a target size may be smaller, there is usually enough inactive space so that the target and its surrounding space meet at least 24 by 24 CSS pixels.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> </ul>	Supports	The Infobase platform's text and video content are mainly in English, but the platform can recognize the "lang" attribute. However, archived content files may not always use the "lang" attribute consistently, and some archived video titles or text within the videos' English descriptions might not have the correct "lang"

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		attribute applied in the markup if they include foreign language phrases or quotations.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The main sitewide navigation menu, located in the top-left corner of each page, allows users to access the homepage, specific subject or topic pages, or creator or producer collection pages. All pages also have a platform-wide search bar at the top.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	Key UI components that share the same functionality are consistently identified across the Infobase platform. For example, sitewide components like

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p>"Search," "Explore," and "Settings" always use the same labels and icons, and their accessible names and icons remain consistent on every page where they appear.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>When an input error is detected and correction suggestions are available (i.e., incorrect password), the platform provides these suggestions to the user in text. Similarly, if a required field is left blank, the error states "This field is required."</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not applicable	The Infobase platform does not facilitate legal commitments or financial transactions for users. Additionally, there are no scenarios in which users are required to confirm or correct legal or financial information.
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	The Infobase platform’s authentication process does not require users to complete a cognitive function test. The login process does not include any steps that involve memorization, transcription, or problem-solving, such as solving puzzles (CAPTCHA) or retyping one-time passcodes. To help users avoid memory tasks, the username and password fields support the use of password managers, browser autofill features, and copy-and-paste functionality for entering credentials.
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> </ul>	Supports	The status messages that appear dynamically, such as user-input error notifications during login, are programmatically determined (i.e., their purpose or message is identified and announced by assistive technology).

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		

### Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.x Level AAA conformance.

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Users who are blind or have low vision can access the majority of the platform's content and functionality using assistive technologies like screen readers. Core tasks such as searching for content and playing videos are achievable. However, accessibility gaps remain that can make navigation and interaction complex or confusing without sight. These issues, which are detailed in the specific WCAG criteria of this report, include:</p> <ul style="list-style-type: none"> <li>Some interactive controls, such as the "Play" buttons for videos, do not have descriptive labels that include the video's title.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The programmatic structure of some pages is not well-defined, making it difficult for users to understand the layout.</li> <li>• Some essential controls, such as links for social media, are not labeled at all, rendering them unusable for screen reader users.</li> </ul>
302.2 With Limited Vision	Supports	Text resizing and reflow on the platform ensure that content can be presented without loss of information or functionality. Additionally, the visual presentation of standard body text (e.g., video descriptions) meets the minimum contrast ratio of 4.5:1 or greater. Large text (e.g., video titles, subject headers) meets the required minimum contrast ratio of 3:1.
302.3 Without Perception of Color	Supports	Color is not the sole means of conveying information. It may serve to emphasize or highlight specific links or controls, but it is typically used in conjunction with other visual cues.
302.4 Without Hearing	Supports	The Infobase platform's integrated video player can accommodate pre-recorded videos with synchronized closed captioning and interactive transcripts. Users can turn these features on or off through the video player and transcript panel. Additionally, transcripts can be downloaded as a text file or a PDF.
302.5 With Limited Hearing	Supports	The Infobase platform's integrated video player can accommodate pre-recorded videos with synchronized closed captioning and interactive transcripts. Additionally, the integrated video player allows users to play, pause, mute audio, and adjust the audio volume, all of which can be operated via the keyboard alone if necessary. Additionally, no sound or audio plays when a page loads.
302.6 Without Speech	Supports	The Infobase platform allows alternative input methods, such as the keyboard, and is compatible with

Criteria	Conformance Level	Remarks and Explanations
		assistive technology like JAWS. Speech is not required to use the platform.
302.7 With Limited Manipulation	Supports	The Infobase platform provides full functionality via the keyboard. There are no known keyboard traps, and all features that use multipoint or path-based gestures can be operated with a single pointer without a gesture, including the homepage slick slider carousel cards, the video timeline scrub bar, and the vertical volume control bar.
302.8 With Limited Reach and Strength	Supports	The Infobase platform provides full functionality via the keyboard. There are no known keyboard traps, and all features that use multipoint or path-based gestures can be operated with a single pointer without a gesture, including the homepage slick slider carousel cards, the video timeline scrub bar, and the vertical volume control bar.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The Infobase platform utilizes clear, straightforward language and concise instructions. It does not require cognitive function tests, such as retyping one-time passwords or solving puzzles. The platform supports password managers, browser autofill features, and copy-and-paste functionality.

## Chapter 4: [Hardware](#)

Notes: The Infobase platform is a web application and is not subject to the requirements of this section.

## Chapter 5: [Software](#)

Notes: The Infobase platform is a web application. Conformance is reported using the Web Content Accessibility Guidelines (WCAG) tables in the above sections of this report.

## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Infobase platform help center provides documentation on accessibility, compatibility features, and a copy of a VPAT.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	If alternative formats for non-electronic support documentation are needed, they can be provided upon request.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Infobase platform help center offers documentation on accessibility and compatibility features, along with a copy of a VPAT. Support is also available through e-mail and phone.
603.3 Accommodation of Communication Needs	Supports	The Infobase platform support team can be reached by e-mail or phone for assistance. Additional methods can also be provided upon request.

## EN 301 549 Report

### Clause [4: Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Users who are blind or have low vision can access the majority of the platform's content and functionality using assistive technologies like screen readers. Core tasks such as searching for content and playing videos

		<p>are achievable. However, accessibility gaps remain that can make navigation and interaction complex or confusing without sight. These issues, which are detailed in the specific WCAG criteria of this report, include:</p> <ul style="list-style-type: none"> <li>• Some interactive controls, such as the "Play" buttons for videos, do not have descriptive labels that include the video's title.</li> <li>• The programmatic structure of some pages is not well-defined, making it difficult for users to understand the layout.</li> <li>• Some essential controls, such as links for social media, are not labeled at all, rendering them unusable for screen reader users.</li> </ul>
4.2.2 Usage with limited vision	Supports	Text resizing and reflow on the platform ensure that content can be presented without loss of information or functionality. Additionally, the visual presentation of standard body text (e.g., video descriptions) meets the minimum contrast ratio of 4.5:1 or greater. Large text (e.g., video titles, subject headers) meets the required minimum contrast ratio of 3:1.
4.2.3 Usage without perception of colour	Supports	Color is not the sole means of conveying information. It may serve to emphasize or highlight specific links or controls, but it is typically used in conjunction with other visual cues.
4.2.4 Usage without hearing	Supports	The Infobase platform's integrated video player can accommodate pre-recorded videos with synchronized closed captioning and interactive transcripts. Users can turn these features on or off through the video player and transcript panel. Additionally, transcripts can be downloaded as a text file or a PDF.
4.2.5 Usage with limited hearing	Supports	The Infobase platform's integrated video player can accommodate pre-recorded videos with synchronized

		closed captioning and interactive transcripts. Additionally, the integrated video player allows users to play, pause, mute audio, and adjust the audio volume, all of which can be operated via the keyboard alone if necessary. Additionally, no sound or audio plays when a page loads.
4.2.6 Usage with no or limited vocal capability	Supports	The Infobase platform allows alternative input methods, such as the keyboard, and is compatible with assistive technology like JAWS. Speech is not required to use the platform.
4.2.7 Usage with limited manipulation or strength	Supports	The Infobase platform provides full functionality via the keyboard. There are no known keyboard traps, and all features that use multipoint or path-based gestures can be operated with a single pointer without a gesture, including the homepage slick slider carousel cards, the video timeline scrub bar, and the vertical volume control bar.
4.2.8 Usage with limited reach	Supports	The Infobase platform provides full functionality via the keyboard. There are no known keyboard traps, and all features that use multipoint or path-based gestures can be operated with a single pointer without a gesture, including the homepage slick slider carousel cards, the video timeline scrub bar, and the vertical volume control bar.
4.2.9 Minimize photosensitive seizure triggers	Supports	The Infobase platform does not contain any content that flashes more than three times in one second.
4.2.10 Usage with limited cognition, language, or learning	Supports	The Infobase platform utilizes clear, straightforward language and concise instructions. It does not require cognitive function tests, such as retyping one-time passwords or solving puzzles. The platform supports password managers, browser autofill features, and copy-and-paste functionality.
4.2.11 Privacy	Supports	The activation and use of any accessibility settings or features are handled with the same degree of privacy as all other user interactions. The choice to use an

		accessibility feature is not tracked, logged, or shared in a way that would identify the user as having a disability or using assistive technology.
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## Clause [5: Generic Requirements](#)

Notes: The Infobase platform is a web application and is considered "open functionality" software. It is accessed via a standard web browser on a user's personal computer or mobile device. The requirements outlined in Clause 5 specifically apply to products with "closed functionality," where a user cannot use their own assistive technology (e.g., kiosks, ATMs). Because the Infobase platform is a web application and does not prevent users from using their own assistive technology, the criteria in Clause 5 do not apply.

## Clause [6: ICT with Two-Way Voice Communication](#)

Notes: The Infobase platform does not offer two-way voice communication in any way. Therefore, the Infobase platform is not subject to the criteria standards outlined in this clause, as published in the ETSI EN 301 549 report.

## Clause [7: ICT with Video Capabilities](#)

Notes: All video content on the Infobase platform is displayed using the Kaltura V7 video player, which is integrated within the video pages of the platform. The V7 video player features a comprehensive set of options that support accessibility standards outlined in this section, including controls for closed captions and audio description playback. Please note, however, that the overall accessibility of a video depends on both the player's capabilities and the features of the video file itself. For instance, the player supports caption playback, but a video will only have captions if they have been specifically created for that content. For more information on the Kaltura V7 video player, please see the official [Kaltura Knowledge Center: Introduction to Kaltura's V7 Player](#).

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	The Infobase platform's video player provides closed captioning and interactive transcripts for videos. It features a mechanism (i.e., the CC button) that lets users toggle closed captioning playback on and off. For content in a foreign language, English subtitles may be permanently burned into the video. This burned-in

		text is part of the video itself and is always displayed by default.
7.1.2 Captioning synchronization	Supports	The Infobase platform's video player supports closed captioning and interactive transcripts for videos. Captions and interactive transcripts are synchronized with the audio of the videos.
7.1.3 Preservation of captioning	Supports	When the Infobase Platform's video player transmits video with synchronized audio, it displays and preserves caption data in a manner consistent with clauses 7.1.1 and 7.1.2.
7.1.4 Captions characteristics	Supports	The Infobase platform's video player allows captions to be positioned at the bottom: aligned left, right, or center during playback, and can be resized from 50% to 400%. Additional font customization options include color, font family, style, and opacity. Lastly, a background color and opacity can be added for further customization of the caption.
7.1.5 Spoken subtitles	Supports	The Infobase platform's video player features support for spoken subtitles through its native "Extended Audio Description" feature. However, it should be noted that the Infobase platform currently does not host video content with the necessary timed text files for the spoken subtitles feature to be used at this time.
7.2.1 Audio description playback	Supports	The Infobase platform's video player offers the necessary features and technical support for users to access synchronized audio descriptions with videos. However, videos with audio description files are currently limited within the Infobase platform's content libraries.
7.2.2 Audio description synchronization	Supports	The Infobase platform's video player is designed to read the timecodes of the audio description track and all other audio tracks simultaneously and to synchronize them with the video during playback.
7.2.3 Preservation of audio description	Supports	

		<p>When the Infobase Platform's video player transmits video with synchronized audio, any existing audio descriptions are preserved and remain part of the final media file, consistent with clauses 7.2.1 and 7.2.2.</p> <p>Please note: the current configuration of the Infobase platform does not provide the user with the option to save, download, or otherwise preserve the audio description track as a standalone audio file.</p>
7.3 User controls for captions and audio description	Supports	The Infobase platform's video player user controls for both captions and audio descriptions are logically arranged, easily accessible, and separate from the main volume control.

## Clause [8: Hardware](#)

Notes: The Infobase platform is a web application and is not subject to the requirements of this section.

## Clause [9: Web](#) (see [WCAG 2.x section](#))

## Clause [10: Non-Web Documents](#)

Notes: The Infobase platform does not provide non-web documents (such as EPUB or PDF) that include synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	Not applicable	The Infobase platform does not provide non-web documents (such as EPUB or PDF) that include synchronized media with captions.
10.6 Audio description timing	Not applicable	The Infobase platform does not provide non-web documents (such as EPUB or PDF) that include synchronized media with audio description.

## Clause [11: Software](#)

Notes: The Infobase platform is a web application. Conformance is reported using the Web Content Accessibility Guidelines (WCAG) tables in the above sections of this report.

## Clause [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The Infobase platform help center provides documentation on accessibility, compatibility features, and a copy of a VPAT.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The Infobase platform help center offers documentation on accessibility and compatibility features, along with a copy of a VPAT. Support is also available through e-mail and phone.
12.2.3 Effective communication	Supports	The Infobase platform support team can be reached by e-mail or phone for assistance. Additional methods can also be provided upon request.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: The Infobase platform does not provide any relay services. There is also no access to Emergency Services from within the Infobase platform.

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