Udemy, Inc. – Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5 Rev)

Name of Product/Version: Udemy.com

Report Date: June 2025

Product Description: Udemy's mission is to transform lives through learning. Through our global AI-powered skills development platform, we provide the tools learners, instructors, and enterprises need to learn new skills, achieve their goals, and reach their full potential.

For additional information, please review our accessibility statement: https://about.udemy.com/accessibility-statement/

Contact Information: accessibility@udemy.com

Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA,Section 508, and EN 301 549. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- NVDA and Chrome

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA- No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
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)	Yes

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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 be used only in WCAG Level AAA.

WCAG 2.x 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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the
WCAG 2.1 Conformance Requirements.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: Most non-text content in the product does not have text alternatives that serve the equivalent purpose. Examples include: • On the Course Details - Top screen there are decorative images with textual equivalents. • On the Course Announcements screen there are images without the required alt attribute. • On the Log in with Password screen there are decorative images with textual equivalents.

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Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product provides captions for prerecorded synchronized media (video with audio).

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product provides appropriate audio descriptions or a media alternative for prerecorded video media. Exceptions include: • On the Main Course Window screen there are prerecorded videos with audio that do not have audio descriptions.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • On the Add to Cart - 2 screen there is content that functions as a heading but does not use heading markup. • On the Course Details - Bottom screen there are visually grouped form controls that are not programmatically grouped. • On the Login screen after submitting a form when inline errors are present, focus does not move to the first field in error.

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence(Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

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Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: On the Log in with Passwordless screen there is a inline link that use color alone to indicate that they are links visually.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product does not include audio that plays automatically.

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Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard(Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • In the header the hoverable menus "Development", "Business", "Finance & Accounting", "IT & Software", "Office Productivity" are not accessible using keyboard and screen reader both. • In the Course Details - Top screen there are interactive controls that cannot be navigated or operated with the keyboard alone. Examples include: - link "Learn more".
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: • On the Coding Exercise screen there are controls that trap keyboard focus.

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Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts(Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide(Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, the product allows users to pause, stop, or hide moving, blinking, scrolling or auto-updating content. Exceptions include: • On the Development screen there is content that plays or moves automatically without a clear mechanism to pause, stop, or hide it.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Partially Supports	Web: In most instances, the product provides skip links and other mechanisms to bypass blocks of content repeated on multiple screens. Exceptions include: • On the Add Occupation and Interests 1/4 screen there is repetitive content without a mechanism to skip past it.

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Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Most screens of the product provide titles that adequately describe their topic or purpose. Exceptions include: • There are several screens that have a page title that insufficiently describes the page's purpose.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: The product does not consistently ensure that screens of the product can be navigated sequentially with a focus order that matches the logical reading order.

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: • On the Homepage - Top screen there is a link that is not descriptive or accurate or doesn't provide accurate information about where it redirects the user. • On the Homepage - Bottom screen there is a link that is not descriptive or accurate or doesn't provide accurate information about where it redirects the user.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.

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Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.

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Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that the default human language used on each screen can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus(Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

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Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain help mechanisms.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: Where input errors are automatically detected, the product does not consistently or adequately identify which field is in error and/or does not describe the error to the user in text. Examples include: • On the Sign Up screen there are errors that do not mention the name of the field in error. • On the Edit Profile screen there are errors that do not mention the name of the field in error. • On the Forgot Password screen there are errors that do not mention the name of the field in error.

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not consistently provide adequate labels or instructions for user input fields. Examples include: • On the Add to Cart screen there are form fields without persistent visual labels. • On the Shopping Cart screen there are form fields without persistent visual labels. • On the Practice Test -2 screen there are form fields without persistent visual labels.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing(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 • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: • On the Homepage - Top screen there are elements with unnecessary ARIA attribute values. • On the Course Announcements screen there are tabs that are not implemented properly. • On the Logged In Homepage screen there are elements with invalid ARIA attributes or values.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)(Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.

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Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded)(Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.

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Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In some instances, the product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined. Exceptions include: • On the Sign Up screen there are common form controls that lack a programmatic way to communicate purpose, such as an autocomplete attribute. • On the Edit Profile-API Clients screen there are common form controls that lack a programmatic way to communicate purpose, such as an autocomplete attribute. • On the Edit Profile screen there are common form controls that lack a programmatic way to communicate purpose, such as an autocomplete attribute.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • There are several screens that contains text that does not meet the required minimum color contrast ratio with its background.

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text(Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • On several screens there is content that disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow(Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In some instances, [pages/screens] of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions. Exceptions include: • On several screens there is content that is cut off to view when the page has a viewport width of 320 CSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In some instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • In the Header the color contrast ratio between the foreground color of the border of the edit field and their background color is less than 3.0:1. • On the Sign Up screen there are graphical objects with a color contrast ratio below 3.00:1. • On the Main Course Window screen there are user interface components with a contrast ratio below 3.00:1.

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing(Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • On the Quiz Results screen there is content that is cut off when viewing the page with custom text spacing. • On the AI Assistant screen there is content that overlaps when viewing the page with custom text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.

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Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product provides multiple ways to navigate through screens in the product except where pages are sequential steps in a process.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in some instances. Exceptions include: • On the Shopping Cart screen there are buttons with insufficiently descriptive accessible names. • On the Course Reviews screen there are buttons with insufficiently descriptive accessible names. • On the Plans and Pricing screen there are buttons with insufficiently descriptive accessible names.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: • There are several instances of interactive controls without a visible keyboard focus indicator.

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Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging.
2.5.8 Target Size (Minimum)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts(Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: In some instances, where screens of the product contain text in multiple languages, the language used for each passage can be programmatically determined. Exceptions include: On the Course Reviews screen there is text in a different language from the rest of the page, but the language of this text is unspecified.

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Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

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Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across screens of the product.

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Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.3 (Web)
   • 10.3.3.3 (Non-web document)
   • 11.3.3.3 (Open Functionality Software)
   • 11.3.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.4 (Web)
   • 10.3.3.4 (Non-web document)
   • 11.3.3.4 (Open Functionality Software)
   • 11.3.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Web: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.

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Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require users to complete a cognitive function test during its authentication process.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support	Web: The product does not consistently provide status messages that can be presented to assistive technologies without receiving focus. Examples include: - On the Add To Cart screen without data inside the edit field "Apply coupon", there is a visible error message The coupon code entered is not valid for this course. Perhaps you used the wrong coupon code?" but the screen reader user is not aware that an error has occurred because it is not programmatically associated. - On the Course Notes screen there is a status message not implemented for screen reader users. - On the Quiz screen there are dynamically changing content areas that do not indicate live regions.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria   (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.3.1 Info and relationships • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 3.1.2 Language of parts • 3.3.1 Error identification • 4.1.2 Name, role, value

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Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of colour • 1.4.3 Contrast (minimum) • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 3.1.2 Language of parts • 3.3.1 Error identification • 4.1.2 Name, role, value • 1.4.4 Resize text • 2.4.7 Focus visible • 3.3.2 Labels or instructions
302.3 Without Perception of Color	Partially Supports	The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.1 Use of colour • 1.4.3 Contrast (minimum)
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.

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Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 3.1.2 Language of parts • 3.3.1 Error identification • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of colour • 1.4.3 Contrast (minimum) • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 3.1.2 Language of parts • 3.3.1 Error identification • 4.1.2 Name, role, value • 1.4.4 Resize text • 2.4.7 Focus visible • 3.3.2 Labels or instructions

Chapter 4: [Hardware](#)

Notes: Not Applicable

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Chapter 5: Software

Notes: Not Applicable

Chapter 6: Support Documentation and Services

Notes: Not Applicable

EN 301 549 Report

Notes:

Clause 4: Functional Performance Statements (FPS)

Notes:

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Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require vision so that users without vision can use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.3.1 Info and relationships • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 3.3.1 Error identification • 4.1.2 Name, role, value • 2.4.6 Headings and labels • 3.1.2 Language of parts • 4.1.3 Status messages

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Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	Where the product provides visual modes of operation, it mostly provides features that enable users to make better use of their limited vision except as disclosed in: • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 3.3.1 Error identification • 4.1.2 Name, role, value • 2.4.6 Headings and labels • 3.1.2 Language of parts • 4.1.3 Status messages • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.11 Non-Text Contrast • 1.4.12 Text Spacing

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Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require user perception of color except as disclosed in: • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast • 4.1.3 Status messages
4.2.4 Usage without hearing	Supports	Where the product provides auditory modes of operation, it allows at least one mode of operation that does not require hearing.
4.2.5 Usage with limited hearing	Supports	Where the product provides auditory modes of operation, functions of the product are usable for users with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.

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Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Partially Supports	Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as except as disclosed in: • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Supports	All functions of the product can be used with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The product mostly allows for functionality that provides features and/or presentation that makes it simpler and easier to understand, operate and use except as disclosed in: • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 3.3.1 Error identification • 1.4.12 Text Spacing • 2.4.6 Headings and labels • 4.1.3 Status messages
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

Clause 5: Generic Requirements

Notes: Not Applicable

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Clause 6: ICT with Two -Way Voice Communication

Notes: Not Applicable

Clause 7: ICT with Video Capabilities

Notes: Not Applicable

Clause 8: Hardware

Notes: Not Applicable

Clause 9: Web (see WCAG 2.1 section)

Notes:

Clause 10: Non-Web Documents

Notes: Not Applicable

Clause 11:Software

Notes: Not Applicable

Clause 12: Documentation and Support Services

Notes: Not Applicable

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

Notes: Not Applicable

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