

Credo Learning Tools Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Credo Learning Tools Platform

Report Date: 06/24/2025

Product Description: Foundational skills instruction & assessment.

Contact Information: support@credoreference.com

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated using static analysis tools and manual testing with assistive technologies.

Tool list:

- WAVE
- ARC Toolkit
- JAWS (screen reader)

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)

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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>All non-text content, such as images, graphical objects, and icons, includes appropriate alternative text descriptions, ensuring that users with visual impairments can understand the content.</p> <p>Please note: The images or graphical objects used throughout the Credo Learning Tools Platform include text alternatives that provide comprehensive descriptions rather than concise summaries.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	<p>The Credo Learning Tools Platform does not contain any audio-only or video-only media. Therefore, the requirements for providing text alternatives, such as synchronized closed captioning, interactive transcripts, and downloadable text transcripts, are not applicable.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) 	Supports	<p>All prerecorded video content includes synchronized captions, interactive transcripts, and downloadable SubRip (.srt) and plain text (.txt) files.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Prerecorded video content does not include audio descriptions.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	Supports	<p>The content structure of the Credo Learning Tools Platform is semantically marked up using appropriate HTML elements (e.g., headings, lists), ensuring that assistive technologies can convey the relationships between elements.</p> <p>Please note: The Credo Learning Tools Platform uses iframes in certain markup areas to embed external content. Efforts are made to ensure that the content within the iframes is accessible by including alternative</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		text for images and making any interactive elements within the iframe keyboard navigable. The application has been tested with various assistive technologies (e.g., screen readers) to verify that the information and relationships are conveyed effectively.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The content in the Credo Learning Tools Platform is presented logically, and the reading sequence is clear, allowing users to understand the information as intended.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Instructions don't rely solely on sensory characteristics (e.g., color, shape) but also include text descriptions, ensuring all users can follow them.

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<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Color is not the only means of conveying information. The Credo Learning Tools Platform employs text labels and recognizable icons to communicate key information. These text labels and icons ensure that users with color vision deficiencies can access the content.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	On the Credo Learning Tools Platform, no audio files play automatically. Additionally, for any media that includes audio, users have full control over the audio content. The platform's media player includes pausing, stopping, or adjusting the volume, ensuring all users can manage their audio-video experience.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) 	Partially Supports	<p>Almost all functionality is operable through a keyboard interface, ensuring accessibility for users who cannot use a mouse.</p> <p>Current exceptions:</p>

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<ul style="list-style-type: none"> ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● There are three keyboard accessibility issues on the courseware pages: <ol style="list-style-type: none"> 1. When viewing any page within a course, the top-right account dropdown menu is inaccessible via the keyboard. The keyboard focus skips over this interactive element, but this issue doesn't occur on the dashboard page. 2. When navigating to a new unit module, the keyboard focus doesn't always land on the first focusable element, confusing users. Specifically: <ul style="list-style-type: none"> ○ When selecting a new module from the navigation region, the keyboard focus remains in the navigation region, requiring users to tab through other navigational buttons before reaching the newly activated module. ○ When using the Previous or Next buttons at the bottom of a module, the keyboard focus stays on the Previous button instead of moving to the first focusable element of the next or previous module. 3. The "Start of transcript. Skip to the end." link in the media player's interactive transcript section does not shift the keyboard focus to the end of the transcript. Instead, it simply scrolls the screen down to the end of the section, but the keyboard focus remains on the first interactive transcript link at the top of the transcripts. As a result, users do not receive keyboard

Criteria	Conformance Level	Remarks and Explanations
		focus at the end of the transcripts, as assumed, which can lead to confusion.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Users can navigate away from any component using the keyboard without being trapped.
<p>2.1.4 Character Key Shortcuts (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"> ● 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	The Credo Learning Tools Platform does not provide a single-character keyboard shortcut that is only active when a component has focus. Therefore, this success criterion is not applicable.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	Not Applicable	The Credo Learning Tools Platform does not contain any time limits or timing restrictions; therefore, the WCAG 2.2.1 Timing Adjustable requirements do not apply.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.2.2 Pause, Stop, Hide (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The Credo Learning Tools Platform does not contain any content that requires pause, stop, or hide controls, such as automatically starting video media or moving, blinking, or scrolling content. However, users can stop or pause the content when video media is present.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Supports	The Credo Learning Tools Platform does not contain any content that flashes more than three times in one second.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 	Partially Supports	<p>The Credo Learning Tools Platform has a skip link to the main content provided in the Dashboard area, allowing users to bypass the navigation and header content. However, once inside a course, a "Skip to Main Content" link is not consistently available at the top of the page. Additionally, all unit modules contain skip links, yet they do not always effectively bypass repetitive navigational areas. Instead, they move the keyboard focus to the first interactive element within the module or to the bottom of the page, where the "Previous" and "Next" links are located.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>While the page titles accurately reflect the chapter titles of the course within the Credo Learning Tools Platform, they do not change to reflect the unique content of each unit module within the chapter. As a result, users relying on page titles to navigate may not be able to distinguish between different unit modules within a chapter. However, the chapter title is still provided clearly in every unit module, providing some contextualization of the material.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 	Supports	<p>The 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"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>The "Next" and "Previous" buttons throughout the Credo Learning Tools Platform lack sufficient contextual information to indicate their destination (e.g., "Next Chapter," "Previous Lesson"). Additionally, icons in the unit sequence navigation bar, which indicate unit type, lack programmatic text equivalents. While the navigation bar is programmatically accessible, screen readers only announce the unit title, omitting the important unit-type information conveyed by the icons. This lack of context hinders navigation for users of assistive technologies and may also confuse some sighted users.</p>
<p>2.5.1 Pointer Gestures (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"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	<p>All interactive functions are operable with a single pointer action and do not need to perform complex gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	The Credo Learning Tools Platform allows users to cancel actions initiated by pointer events. Users can quickly move the pointer away from interactive elements, such as buttons and links, to prevent unintended actions from being executed.
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	The user interface components with the Credo Learning Tools Platform all have visible labels and programmatically associated names. All interactive elements, including buttons, links, and form fields, provide sufficient information for assistive technologies.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	The Credo Learning Tools 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.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The Credo Learning Tools Platform sets the primary language of the page using the appropriate HTML language attribute (e.g., <code><html lang= "en"></code>).
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	When elements receive focus, they do not initiate unexpected changes, allowing users to navigate without confusion.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) 	Supports	The Credo Learning Tools 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.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>The Credo Learning Tools Platform provides a consistent help feature by including a "Contact Us" 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>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>The Credo Learning Tools 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 the erroneous fields and provides specific text descriptions of the error.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>The Credo Learning Tools Platform design prioritizes accessible user interactions by ensuring that all interactive components are accompanied by clear,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		visible text—such as associated label elements in form fields, programmatic button elements, or contextual instructions—that explain their purpose and usage.
<p>3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>The Credo Learning Tools Platform allows users to benefit from browser features that enable them to remember previously entered information, particularly in the platform's administration areas. Users can use auto-complete suggestions in various form fields, significantly reducing the need for repetitive data entry.</p> <p>However, this functionality may not be available in quiz and assessment questions form fields, as it is intentionally disabled to assess users' knowledge and comprehension of the lessons, ensuring that responses are original and reflective of their understanding.</p>
<p>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</p> <ul style="list-style-type: none"> ● 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) 	Supports	<p>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.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The Credo Learning Tools Platform ensures programmatic access to every user interface component's name, role, and value using appropriate ARIA and native HTML attributes. This approach allows assistive technologies to accurately identify, describe, and interact with each component, enabling users to navigate and use the platform effectively.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) 	Not Applicable	The Credo Learning Tools Platform does not provide live video media. Therefore, live captions are not required.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	The Credo Learning Tools Platform does not provide audio descriptions for prerecorded video content.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Supports	The Credo Learning Tools Platform is designed to be fully responsive and adaptable across various 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.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) 	Supports	The input fields on the Credo Learning Tools Platform are labeled correctly and indicate their purpose, allowing users to understand the purpose of each input field.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>The Credo Learning Tools Platform offers a series of units designed for users to read, study, or interact with, with each unit progressively building a comprehensive understanding of the lesson theme. Within many units, images or graphical objects containing substantial amounts of text are utilized, which users are expected to read and study to answer related quizzes or assessment questions.</p> <p>Each image or graphical object is equipped with a text alternative attribute that allows screen readers to convey the text embedded within the image or graphic, ensuring that users with visual impairments who use screen readers can access the content.</p> <p>However, it has been noted that while most of the text in the images or graphical objects meets the contrast requirements of at least 3:1, there are instances where the contrast of the text against the background of the images or graphical objects does not meet contrast minimums. This inconsistency may affect the readability of the text for some users.</p> <p>Additionally, while most images or graphics may be incidental or decorative, some are essential for understanding the information presented in the unit.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>The Credo Learning Tools Platform has been tested at a zoom level of 200%. When resizing text, there is no loss of content or functionality. Additionally, all navigation,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		text, and visual non-text content, including the video media player, remain clear and fully functional at zoom levels of 200% or more.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	The Credo Learning Tools Platform uses images or graphical objects containing substantial amounts of text, which can be essential for users to complete quiz questions and gain chapter comprehension. While each image or graphical object includes a text alternative for screen readers, relying on images or graphical objects to convey critical information does not provide an accessible format for all users, including those who do not use screen readers or may have visual impairments such as colorblindness or low vision. There are some instances where essential text is presented solely within images or graphical objects, with no additional text conveying the same information, indicating a partial failure to meet this criterion.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	Supports	<p>The Credo Learning Tools Platform has been tested at a 400% zoom level, confirming that content can be presented without loss of information or functionality and without requiring scrolling in two dimensions.</p> <p>However, certain elements within the platform, such as images or graphical objects essential for understanding video, drag-and-drop interactives, and possible data tables (not individual cells), require a two-dimensional</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		layout for proper usage or meaning. It is acceptable for these parts of the content to allow two-dimensional scrolling as described in the Understanding SC 1.4.10: Reflow (Level AA) .
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	Partially Supports	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. Additionally, while some non-text images or graphical objects critical for understanding the unit material may not fully comply with the 3:1 contrast ratio requirement, such instances are minimal and rare.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	Supports	The Credo Learning Tools Platform allows users to adjust text spacing, including line height, letter, and word spacing, without losing functionality. The content remains legible and fully functional.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Not Applicable	This criterion is not applicable, as the Credo Learning Tools Platform does not use custom tooltips, banners, or other additional content that appears on hover or focus. Any tooltips present are browser-native and not subject to this requirement.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Supports	<p>The Credo Learning Tools Platform provides multiple ways for users to navigate different pages, including a courseware dashboard and unit and chapter breadcrumb links. Each chapter has a unit sequence navigation bar with direct linking. While the platform follows a structured learning path where unit lessons within chapters build upon each other in sequence, users are not restricted to a single navigation method and can access content through various means.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>The Credo Learning Tools Platform uses clear and descriptive labels for all interactive components, making their purposes easily understandable. Additionally, the platform features descriptive headings organized into chapters and unit modules. Each chapter builds on prior knowledge while preparing users for upcoming topics, quizzes, and assessments, creating a coherent learning experience.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>The Credo Learning Tools Platform provides a mode of operation where the keyboard focus indicator is visible,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		allowing users to clearly see the current focus as they navigate the platform using only the keyboard.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	When a user interface component receives focus, the component is not entirely hidden due to author-created content.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	<p>The Credo Learning Tools Platform provides a keyboard-only alternative for drag-and-drop interactions, with instructions viewable via a pop-up modal at each drag-and-drop interactive. These instructions enable users to complete the drag-and-drop assessment without requiring a mouse-dragging motion.</p> <p>However, the platform does not offer a single-pointer alternative, such as a click-to-select and click-to-place mechanism. Since this criterion requires that all dragging functionality be operable with a single-pointer action unless dragging is essential, this criterion is not met.</p>
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All clickable elements, such as all buttons, links, and form fields, are large enough to be easily clicked or tapped, with a minimum size of 24 by 24 pixels.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.1.2 (Web) 	Supports	The Credo Learning Tools Platform's content is entirely in English. However, the video media player provides synchronized closed captioning and interactive transcripts in English or Spanish. When Spanish is

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>selected, the language of the transcripts is correctly identified as 'es' for Spanish.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Supports</p>	<p>The Credo Learning Tools Platform employs a navigational design that is consistently positioned and structured similarly across multiple web pages within each courseware chapter. While the specific order of unit types within the sequence navigation container may vary between chapters to accommodate the progressive nature of the courseware curriculum, the navigation container is always located and displayed the same. This consistency enables users to predict and rely on the placement of navigational elements.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Supports</p>	<p>The Credo Learning Tools Platform ensures that all interactive components and navigation elements are consistently identified throughout the courseware chapters. Each unit module features distinct icons that clearly convey the type of content users can expect: a book icon for reading units, a paper and pen icon for assessment units, and a camera icon for video presentations. Furthermore, all images or graphical objects include descriptive alternative text.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 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 		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The Credo Learning Tools Platform is designed to minimize user input errors by not collecting sensitive data in form fields or other areas. In the unlikely event of a mistake in the account administration area, the platform does provide clear and constructive suggestions to help users correct their input. However, this functionality does not extend to chapter quizzes and assessments intended to evaluate users' knowledge of the courseware curriculum. While these assessments will indicate when an answer is incorrect, they do not always provide specific remediation for errors; users will likely be given the option to try again or reset their answers.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The Credo Learning Tools 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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Supports	The Credo Learning Tools Platform authentication process is accessible to all users. While some users may

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		be required to enter a username and password to access their accounts, the platform does not impose any cognitive function tests, such as retyping one-time passwords or solving puzzles. The Credo Learning Tools Platform also supports password managers, browser autofill features, and copy-and-paste functionality. This approach means that users can easily manage their login credentials without the burden of memorization.
<p>4.1.3 Status Messages (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"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	The Credo Learning Tools Platform provides status messages that are conveyed programmatically to assistive technologies without requiring a change in focus. Notifications such as quiz submission confirmations, account profile updates, and form input validation messages are implemented using ARIA live regions, ensuring that screen reader users receive timely updates.

Table 3: Success Criteria, Level AAA

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The Credo Learning Tools Platform is operable via keyboard navigation and is compatible with screen readers. All interactive elements are appropriately labeled. The only exception is video media, which does not provide audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The Credo Learning Tools Platform supports text resizing, reflow, and orientation preferences, and all buttons, links, and icons are distinguishable. However, it lacks color customization options and contains images and graphical objects with text that may not meet the required contrast ratios.
302.3 Without Perception of Color	Partially Supports	A small number of images or graphical objects on the platform contain text that may not meet the minimum color contrast ratios.
302.4 Without Hearing	Supports	All audio content (i.e., video with audio) is available through text alternatives, such as captions and transcripts. Visual alerts and notifications ensure users can receive information without sound.
302.5 With Limited Hearing	Supports	All audio content (i.e., video with audio) is available through text alternatives, such as captions and transcripts. Visual alerts and notifications ensure users can receive information without sound.
302.6 Without Speech	Supports	The Credo Learning Tools Platform allows alternative input methods, such as keyboard navigation, and is compatible with assistive technologies. Speech is not required to use the platform.
302.7 With Limited Manipulation	Supports	The Credo Learning Tools Platform's interactive elements are designed with accessibility in mind. For instance, a keyboard-only alternative for drag-and-drop interactions is available. Keyboard instructions via a pop-up modal are available at each drag-and-drop interactive. These instructions enable users to complete assessments without requiring a mouse-dragging motion.
302.8 With Limited Reach and Strength	Partially Supports	The Credo Learning Tools Platform's interactive controls, such as buttons, links, and icons, are mainly positioned within easy reach, and the product can be operated with minimal physical effort. Still, the platform does not offer a single-pointer alternative to draggable

Criteria	Conformance Level	Remarks and Explanations
		movements, such as a click-to-select and click-to-place mechanism.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The Credo Learning Tools Platform uses clear, simple language and straightforward instructions. It does not impose cognitive function tests like 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 Credo Learning Tools Platform is web-only and not subject to this section's requirements.

Chapter 5: [Software](#)

Notes: The Credo Learning Tools Platform is web-only and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.x and Revised Section 508 conformance tables.

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The platform help center provides documentation on accessibility, compatibility features, and a copy of a VPAT.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	If alternate formats for non-electronic support documentation are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	The platform help center provides documentation on accessibility and compatibility features and a copy of a VPAT. Support is also provided via e-mail and telephone.
603.3 Accommodation of Communication Needs	Supports	The Credo Learning Tools Platform support team can be contacted via e-mail or phone for assistance. Other methods can also be provided upon request.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The Credo Learning Tools Platform is operable via keyboard navigation and is compatible with screen readers. All interactive elements are appropriately labeled. The only exception is video media does not provide audio descriptions.
4.2.2 Usage with limited vision	Partially Supports	The Credo Learning Tools Platform supports text resizing, reflow, and orientation preferences, and all buttons, links, and icons are distinguishable. However, it lacks color customization options and contains images and graphical objects with text that may not meet the required contrast ratios.
4.2.3 Usage without perception of colour	Partially Supports	A small number of images or graphical objects on the platform contain text that may not meet the minimum color contrast ratios.
4.2.4 Usage without hearing	Supports	All audio content (i.e., video with audio) is available through text alternatives, such as captions and transcripts. Visual alerts and notifications ensure users can receive information without sound.
4.2.5 Usage with limited hearing	Supports	All audio content (i.e., video with audio) is available through text alternatives, such as captions and

Criteria	Conformance Level	Remarks and Explanations
		transcripts. Visual alerts and notifications ensure users can receive information without sound.
4.2.6 Usage with no or limited vocal capability	Supports	The Credo Learning Tools Platform allows alternative input methods, such as keyboard navigation, and is compatible with assistive technologies. Speech is not required to use the platform.
4.2.7 Usage with limited manipulation or strength	Supports	The Credo Learning Tools Platform's interactive elements are designed with accessibility in mind. For instance, a keyboard-only alternative for drag-and-drop interactions is available. Instructions via a pop-up modal are available at each drag-and-drop interactive. These instructions enable users to complete assessments without requiring a mouse-dragging motion.
4.2.8 Usage with limited reach	Partially Supports	The Credo Learning Tools Platform's interactive controls, such as buttons, links, and icons, are mainly positioned within easy reach, and the product can be operated with minimal physical effort. Still, the platform does not offer a single-pointer alternative to draggable movements, such as a click-to-select and click-to-place mechanism.
4.2.9 Minimize photosensitive seizure triggers	Supports	The Credo Learning Tools 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 Credo Learning Tools Platform uses clear, simple language and straightforward instructions. It does not impose cognitive function tests like 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 Credo Learning Tools Platform complies with the EU's General Data Protection Regulation (GDPR). The platform's Zendesk area provides more privacy information.

Chapter [5: Generic Requirements](#)

Notes: The Credo Learning Tools Platform supports standard input mechanisms, assistive technology devices, and software. Therefore, it is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

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

Notes: The Credo Learning Tools Platform does not offer two-way voice communication in any way. Therefore, the Credo Learning Tools Platform is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

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

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	The Credo Learning Tools Platform's video player supports closed captioning and interactive transcripts for videos. Users can choose whether to display captions or hide transcripts. They can also position the caption around the video screen if desired (although with a mouse).
7.1.2 Captioning synchronization	Supports	The Credo Learning Tools Platform's video player supports closed captioning and interactive transcripts for videos. Captions and interactive transcripts are synchronized with the audio from videos.
7.1.3 Preservation of captioning	Supports	As a preservation method, the Credo Learning Tools Platform provides a downloadable .srt file of all video media captions. The .srt file contains the captions in a format that can be converted back to the original format, ensuring that the captions are preserved for the full duration of the video media content. The captions are accurate, synchronized with the audio, and

Criteria	Conformance Level	Remarks and Explanations
		available for later use, even if the original video content is unavailable.
7.1.4 Captions characteristics	Does Not Support	The Credo Learning Tools Platform does not provide a way for the video media player to adapt the displayed characteristics of captions to individual user requirements. The video player does not support customization for this.
7.1.5 Spoken subtitles	Not Applicable	The Credo Learning Tools Platform does not have non-English videos, so there is no need for subtitles (displayed or spoken) for any of the videos.
7.2.1 Audio description playback	Does Not Support	The Credo Learning Tools Platform does not offer audio descriptions for its videos.
7.2.2 Audio description synchronization	Does Not Support	The Credo Learning Tools Platform does not offer audio descriptions for its videos.
7.2.3 Preservation of audio description	Does Not Support	The Credo Learning Tools Platform does not offer audio descriptions for its videos.
7.3 User controls for captions and audio description	Partially Supports	The Credo Learning Tools Platform provides user controls for captions (on and off) but does not provide audio descriptions and, therefore, does not support the user controls for audio descriptions. Captions can also not be customized with the video media player.

Chapter [8: Hardware](#)

Notes: The Credo Learning Tools Platform is web-only and not subject to this section's requirements.

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

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

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	By default, captions are displayed in the lower section of the video player, ensuring a consistent and non-obstructive viewing experience. During playback, users are provided with the option to reposition captions as needed. Our design incorporates sufficient contrast and a non-intrusive layout to prevent the covering of critical visual information or interactive controls.
10.6 Audio description timing	Not Applicable	Audio descriptions are not implemented in the video media content on this platform.

Chapter [11: Software](#)

Notes: The Credo Learning Tools Platform is web-only and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.x and Revised Section 508 conformance tables.

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

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The platform help center provides documentation on accessibility, compatibility features, and a copy of a VPAT.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The platform help center provides documentation on accessibility and compatibility features and a copy of a VPAT. Support is also provided via e-mail and telephone.
12.2.3 Effective communication	Supports	The Credo Learning Tools Platform support team can be contacted via e-mail or phone for assistance. Other methods can also be provided upon request.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: The Credo Learning Tools Platform does not provide any relay services. There is also no access to Emergency Services from within the Credo Learning Tools Platform.

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