

Proficiency Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Proficiency 3.0

Report Date: June 2026

Product Description: Proficiency 3.0 is a web-based, comprehensive course materials delivery platform for the higher education market. It includes learner and instructor experiences for accessing, completing, and managing digital instructional materials and related activities (including assessments and interactive content where offered), and administration/support surfaces needed to operate the service. Third-party services (documentation hosting, payments, analytics, media) may appear where enabled; conformance for those components follows the third party's own statement where outside Proficiency-controlled UI.

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Notes: As Proficiency acquires new course materials from instructors and authors, we work to convert and deliver content in more accessible formats where we control the presentation. This report uses VPAT® 2.5 labels only (Supports, Partially Supports, Does Not Support, Not Applicable; Not Evaluated only for WCAG Level AAA where used). Where the product does not fully meet a criterion, Remarks and Explanations must name the affected feature and gap

Evaluation Methods Used: Conformance was evaluated against the standards listed in this report for Proficiency 3.0 during May–June 2026 on product-controlled LTI surfaces (assessments, guided learning, admin). Automated checks used Lighthouse and axe DevTools (payment flow Lighthouse accessibility ~96). Manual testing included keyboard-only traversal of primary workflows. Screen reader testing used NVDA with Chrome on Windows for matching-question dropdowns and guided learning icon controls (QA verified June 2026). Legacy converted activities, institution-authored content, and third-party embeds (TinyMCE, MathJax, Stripe) were noted where they fall outside June 2026 remediation scope.

Table of Contents

Applicable Standards/Guidelines.....2

Terms.....	2
WCAG 2.x Report.....	3
Table 1: Success Criteria, Level A.....	3
Table 2: Success Criteria, Level AA.....	14
Table 3: Success Criteria, Level AAA.....	21
Revised Section 508 Report.....	21
Chapter 3: Functional Performance Criteria (FPC).....	22
Chapter 4: Hardware.....	23
Chapter 5: Software.....	23
Chapter 6: Support Documentation and Services.....	25
EN 301 549 Report.....	26

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
Web Content Accessibility Guidelines 2.0 — Level AA	Yes
Web Content Accessibility Guidelines 2.0 — Level AAA	No
Web Content Accessibility Guidelines 2.1 — Level A	Yes
Web Content Accessibility Guidelines 2.1 — Level AA	Yes
Web Content Accessibility Guidelines 2.1 — Level AAA	No
Web Content Accessibility Guidelines 2.2 — Level A	Yes
Web Content Accessibility Guidelines 2.2 — Level AA	Yes
Web Content Accessibility Guidelines 2.2 — Level AAA	No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 V3.1.1 (2019-11) AND V3.2.1 (2021-03)	No

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:
 - 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

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)	Partially Supports	Proficiency surfaces instructional images, icons, charts (e.g. Victory), and media in assessments and course materials. Platform chrome generally provides text alternatives where controls are authored in product templates. Gaps: institution- or author-uploaded images may lack alt text; decorative vs informative distinction not enforced for all content types; PDF or document viewers may surface non-text without equivalent text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
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)		
<u>1.2.2 Captions (Prerecorded)</u> (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)	Partially Supports	Caption availability depends on source files and upload practices for institution-provided video. Proficiency players support captions when supplied with the asset; not all customer media includes captions at ingest.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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)	Partially Supports	Same scope as 1.2.2: conformance depends on whether institutions provide audio description, transcript, or full text alternative for prerecorded video. Platform does not automatically generate descriptions for all hosted media.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
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)	Partially Supports	Structure is conveyed through headings, lists, tables, and form associations in modern assessment and admin layouts (React + semantic HTML). Gaps: legacy converted activity pages and some older Haml templates may use layout tables or divs without equivalent roles; complex widgets (sliders, custom question types) need ARIA verification.
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)	Supports	
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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
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)	Partially Supports	Status, errors, and navigation do not rely on color alone in standard platform patterns. Institution branding and authored assessment content may use color-only cues. Measure during contrast and content QA.
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)	Supports	
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	Partially Supports	Core LTI UI is keyboard operable; guided learning lists offer move up/down alternatives; matching questions verified with NVDA (June 2026 QA). Remaining gaps: ranking-question reorder and some authoring surfaces still rely on drag-only operation; TinyMCE and MathJax require ongoing verification.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
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)	Partially Supports	Guided learning modals use focus trapping and restore focus on close (June 2026). Remaining risk areas: TinyMCE, MathJax overlays, Stripe payment iframe, support widget, and embedded host frames.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) 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	Supports	
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)	Partially Supports	Some assessments and activities may use timers (react-countdown in stack). Where time limits affect user input, users must be able to extend, turn off, or adjust time unless essential.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
<u>2.2.2 Pause, Stop, Hide</u> (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)	Supports	
<u>2.3.1 Three Flashes or Below Threshold</u> (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)	Supports	
<u>2.4.1 Bypass Blocks</u> (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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 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		
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)	Supports	
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)	Supports	
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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 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)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) 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	Partially Supports	Multipoint or path-based gestures are not required for core completion paths. Drag-and-drop reordering is used in guided learning
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 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	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2) 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) 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	Supports	
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)	Supports	
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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
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)	Partially Supports	Changing a control value does not automatically submit forms or change context without warning on standard patterns.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Help may appear via support widget (environment-gated in assessment layout), help links, or institution-hosted docs. Placement is not identical across every Proficiency surface (standalone activities vs full admin). Document help entry points per major area
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)	Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.2 (Web)	Supports	

Criteria	Conformance Level	Remarks and Explanations
● 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)		
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Multi-step assessments and handoffs from external identity systems should not re-request data already collected in the same session.
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) –	Partially Supports	Guided learning controls use native buttons with labels; matching-question selects use associated labels (QA verified June 2026). Remaining gaps: TinyMCE, MathJax, rc-slider, react-select, and legacy HTML templates.

Criteria	Conformance Level	Remarks and Explanations
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)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (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)	Not Applicable	Proficiency 3.0 does not provide institution-wide live video broadcasting as a core product feature. If a customer enables live media, evaluate separately.
<u>1.2.5 Audio Description (Prerecorded)</u> (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)	Partially Supports	Audio description availability is content-dependent (publisher/institution). Platform can present described video when provided; not generated for all assets automatically.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) 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	Supports	
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) 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	Partially Supports	Login, registration, and profile-related fields should use appropriate autocomplete tokens where applicable. Full audit of admissions, payment, and account forms needed; legacy forms may omit autocomplete
<u>1.4.3 Contrast (Minimum)</u> (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)	Partially Supports	Platform chrome on reviewed flows uses improved contrast tokens; payment page Lighthouse accessibility ~96 (QA June 2026). Remaining gaps: institution branding colors, charts, placeholders, and authored content may fall below required ratios.
<u>1.4.4 Resize text</u> (Level AA) Also applies to:	Partially Supports	Text can be resized to 200% in browser without loss of function

Criteria	Conformance Level	Remarks and Explanations
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)		on most modern layouts. Gaps: fixed-height regions in legacy converted activities and dense assessment grids may clip content.
<u>1.4.5 Images of Text</u> (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)	Partially Supports	Platform UI generally uses real text. Instructional images of text in publisher content and marketing heroes may appear; prefer text in authoring guidelines.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) 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	Partially Supports	Responsive CSS supports reflow at 320 CSS px width for many pages. Gaps: wide data tables, side-by-side assessment layouts, and chart dashboards may require horizontal scroll.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to:	Partially Supports	Icons, chart series, slider tracks, and focus-adjacent UI must meet 3:1 against adjacent colors.

Criteria	Conformance Level	Remarks and Explanations
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		
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) 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	Partially Supports	User stylesheet spacing adjustments may break tightly designed legacy SCORM-converted pages.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) 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	Supports	
<u>2.4.5 Multiple Ways</u> (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) –	Partially Supports	Full-course discovery may rely on the host LMS when Proficiency is embedded as an activity. Standalone activity views offer a single primary path by design.

Criteria	Conformance Level	Remarks and Explanations
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		
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)	Supports	
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)	Supports	
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	Partially Supports	Sticky headers, modals, support widgets, and host environment chrome can partially cover focused elements.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Guided learning question, content, feature box, and page lists provide move up/down alternatives (June 2026). Remaining gap: ranking-question reorder and some surfaces still offer drag-only operation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
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)	Partially Supports	UI strings are primarily English (config/locales). Mixed-language instructor content may require lang on fragments
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)	Partially Supports	Shared headers and layout classes provide consistency within each major product area (assessments, admin, guided learning). Many discrete activity templates differ; consistency is “within area,” not identical across every legacy tool.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs) – Does not apply to non-web docs		
<u>3.2.4 Consistent Identification</u> (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	Partially Supports	Repeated components (Save, Submit, Next) generally use consistent labels within a template.
<u>3.3.3 Error Suggestion</u> (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)	Partially Supports	Some forms provide corrective suggestions; self-assessment and legacy fields may only state that input is invalid.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (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)	Partially Supports	Payment flows (react-stripe-checkout) and submissions affecting grades or personal data should allow review, confirm, or undo where applicable.

Criteria	Conformance Level	Remarks and Explanations
● 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)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Many users authenticate through the institution's learning environment; Proficiency-native login (if offered) must not rely on cognitive function tests (puzzle/CAPTCHA) without an accessible alternative.
4.1.3 Status Messages (Level AA 2.1 and 2.2) 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	Supports	

Table 3: Success Criteria, Level AAA

Notes: Proficiency 3.0 is evaluated against **WCAG 2.2 Levels A and AA** and Revised Section 508 as stated in Applicable Standards. **Level AAA** is not claimed; Table 3 criteria were therefore not evaluated for this release.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Proficiency is web-based; users without vision rely on screen readers and keyboard. Conformance is limited by gaps in 1.1.1 , 4.1.2 , 2.4.6 , and authored content.
302.2 With Limited Vision	Partially Supports	Users depend on zoom, contrast, and visible focus (1.4.3 , 1.4.4 , 2.4.7 , 2.4.13). Institution themes and legacy layouts are primary risk areas.
302.3 Without Perception of Color	Partially Supports	Do not rely on color alone (1.4.1).
302.4 Without Hearing	Partially Supports	Prerecorded media requires captions/transcripts supplied with content (1.2.2 , 1.2.3).
302.5 With Limited Hearing	Partially Supports	Same as 302.4 for multimedia-dependent courses.
302.6 Without Speech	Partially Supports	No speech input required for core operation; web forms and pointer/keyboard suffice.
302.7 With Limited Manipulation	Partially Supports	Keyboard operability and 2.5.7 / 2.5.8 (target size, drag alternatives) affect users with limited dexterity.
302.8 With Limited Reach and Strength	Partially Supports	Web UI benefits from adequate target sizes; see 2.5.8 .
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Clear labels, error handling, and consistent

Criteria	Conformance Level	Remarks and Explanations
		help (3.3.x, 3.2.6) support cognitive access; complex assessments and timed activities may present barriers—document accommodations and timing options.

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402.x - 415.x (all Chapter 4 hardware provisions)	Not Applicable	Proficiency 3.0 is delivered as web software; no physical ICT hardware is shipped as part of the product.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Partially Supports	Users can use OS/browser zoom, contrast, and AT with the web application. Proficiency does not block OS accessibility settings in reviewed code
502.2.2 No Disruption of Accessibility Features	Partially Supports	Platform should not override OS high-contrast or forced-colors without equivalent visibility.

Criteria	Conformance Level	Remarks and Explanations
502.3 Accessibility Services		
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Partially Supports	Dynamic updates (React) must notify AT when values change; see 4.1.3 .
502.3.3 Row, Column, and Headers	Partially Supports	Data tables in reports and grade views should expose headers
502.3.4 Values	Partially Supports	Form values and states must be programmatically determinable
502.3.5 Modification of Values	Partially Supports	User input changes must be reflected in the accessibility tree
502.3.6 Label Relationships	Partially Supports	Labels must be associated with inputs; see 2.4.6 and 3.3.2 .
502.3.7 Hierarchical Relationships	Partially Supports	Headings and groups must reflect structure; legacy content audit required.
502.3.8 Text	Partially Supports	Text content must be available to AT
502.3.9 Modification of Text	Partially Supports	Editable regions (including rich text) must remain accessible during edit.
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	Proficiency runs in standard browsers and inherits platform accessibility APIs via HTML/ARIA when implemented correctly.
<u>503 Applications</u>		
503.2 User Preferences	Partially Supports	Limited in-product display preferences; users rely on browser/OS

Criteria	Conformance Level	Remarks and Explanations
		settings. Document supported browsers.
503.3 Alternative User Interfaces	Partially Supports	No separate alternate UI required; web UI is the primary interface.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Partially Supports	Where video is presented, caption toggles depend on player and supplied tracks; content-dependent.
503.4.2 Audio Description Controls	Partially Supports	Same as captions when descriptions are provided with media
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Partially Supports	Export/import pipelines should preserve accessibility metadata where conversions exist
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Partially Supports	Authoring workflows should prompt for accessibility (alt text, headings) where Rich Content Editor or similar tools are used
504.4 Templates	Partially Supports	Activity and course templates should encourage accessible structure

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features	Partially Supports	Accessibility features exist internally; publish a

Criteria	Conformance Level	Remarks and Explanations
		dedicated accessibility page on the public help site listing keyboard support, AT compatibility, known limitations, and contact — per prior report gap.
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	Not Applicable	Support is primarily electronic; no paper-only manual is required for web product.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Customer support (accessibility@Proficiency.com) can describe accessibility features upon request; align with published 602.2 documentation.
603.3 Accommodation of Communication Needs	Partially Supports	Support is available via email, chat, and phone where offered for the service tier. Document channels and response expectations

EN 301 549 Report

Notes: EN 301 549 Accessibility requirements for ICT products and services (V3.1.1 and V3.2.1) is not included in this Accessibility Conformance Report. Proficiency 3.0 conformance is reported against Web Content Accessibility Guidelines 2.0, 2.1, and 2.2 at Levels A and AA and against the Revised Section 508 standards (January 18, 2017; corrected January 22, 2018), which address web and software accessibility for U.S. higher-education procurement. Customers that require EN 301 549 may request an updated report with EN 301 549 marked Yes and the EN 301 549 Report section completed.