

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

Version 2.4

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About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain the following content at a minimum:
 - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
 - **VPAT Heading Information** – Template version
 - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary
 - **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
 - The list must include only the Standards/Guidelines used to evaluate the product.
 - The applicable Standards/Guidelines that are included in this edition of the VPAT template are:
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
 - If other Standards/Guidelines are reported then use the appropriate VPAT edition.
 - This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each guideline. To indicate what the report covers leave the appropriate yes or no on each guideline.
 - If multiple Guideline tables are included, each table must identify the Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
 - **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0](#)

Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
 - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
 - The selected levels of WCAG 2.x Guidelines.
 - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked ‘2.1 only’ within the row.
6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is ‘Partially Supports’ or ‘Does Not Support’, the remarks should identify:
 1. The functions or features with issues
 2. How they do not fully support
 - If the criterion does not apply, explain why.
 - If an accessible alternative is used, describe it.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header**: Company logo or branding information
- **Report Date Changes**: If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes**: Add any notes applicable to product or the report
- Additional information about the product version that the document references
- Any revisions to the document
- Links to any related documents

- Additional information describing the product
- Additional information about what the document does or does not cover
- Information suggested by the [WCAG 2.0 Conformance Claim](#)
- Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
 - Testing is based on general product knowledge
 - Similar to another evaluated product
 - Testing with assistive technologies
 - Published test method (provide name, publisher, URL link)
 - Vendor proprietary test method
 - Other test method
- **Remarks and Explanations:** This section may include:
 - Information regarding the testing of a given criteria.
 - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
 - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
 - Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
 - When an entire section is not being reported on because it does not apply to the product, for example:
 - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
 - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.
 - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

- If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
- If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.
- If desired, these tables can be combined into one table.
- When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.
- **Language:** Translation to other languages is permitted.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
- It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
- The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the guideline tables appear may be changed to facilitate reading. For example, instead of separating the Level A, Level AA and Level AAA criteria, they may be put in one table in numerical order.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
- The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
- It is optional to add a response if desired.
- The shading of the row is also optional.
- If removing the heading rows, edit the criteria titles so it’s clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.

- Check for each required item in the VPAT® document:
- **[Company Name] Accessibility Conformance Report** (report title)
- **(Based on VPAT® Version 2.4)**
- **Name of Product/Version**
- **Report Date**
- **Product Description**
- **Contact Information**
- **Notes**
- **Evaluation Methods Used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Tables for Each Standard or Guideline**
- Check that there is a response for each criterion for ‘Conformance Level’ and ‘Remarks and Explanations.’
- Verify that the final document is accessible.
- Post your final document on your company’s web site, or make the document available to customers upon request.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

ManageBac Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: ManageBac

Report Date: September 11, 2024

Product Description: IB Learning Management System

Contact Information: support@managebac.com

Notes:

Evaluation Methods Used:

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 / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / 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 be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) All <u>non-text content</u> that is presented to the user has a <u>text alternative</u> that serves the equivalent purpose</p>	Supports	Any
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) For <u>prerecorded audio-only</u> and <u>prerecorded video-only</u> media, the following are true, except when the audio or video is a <u>media alternative for text</u> and is clearly labeled as such:</p> <ul style="list-style-type: none"> ● Prerecorded Audio-only: An <u>alternative for time-based media</u> is provided that presents equivalent information for prerecorded audio-only content. ● Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Partially Supports	Schools may upload prerecorded audio or video instructions of their own volition.
<p>1.2.2 Captions (Prerecorded) (Level A) <u>Captions</u> are provided for all <u>prerecorded audio</u> content in <u>synchronized media</u>, except when the media is a <u>media alternative for text</u> and is clearly labeled as such.</p>	Partially Supports	Schools may upload prerecorded video with captions of their own volition.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) An <u>alternative for time-based media</u> or <u>audio description</u> of the <u>prerecorded video</u> content is provided for <u>synchronized media</u>, except when the media is a <u>media alternative for text</u> and is clearly labeled as such.</p>	Partially Supports	Schools may upload prerecorded audio with captions of their own volition.

<p>1.3.1 Info and Relationships (Level A) Information, <u>structure</u>, and <u>relationships</u> conveyed through <u>presentation</u> can be <u>programmatically determined</u> or are available in text.</p>	Partially Supports	Our instructions and information are in text. However, schools may add their own content, which may be in picture or video format without captions
<p>1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a <u>correct reading sequence</u> can be <u>programmatically determined</u>.</p>	Supports	All instructions and content is text-based, which can be read by an accessibility reader
<p>1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	All instructions are text-based
<p>1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	Any use of color is also accompanied with text directly on the images or as a hover-over to communicate the information.
<p>1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a <u>mechanism</u> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Supports	Any audio has a pause button if hosted on our site, or is downloadable.
<p>2.1.1 Keyboard (Level A) All <u>functionality</u> of the content is operable through a <u>keyboard interface</u> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Supports	All major sections can be navigated and controlled by a keyboard
<p>2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a <u>keyboard interface</u>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>		

<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>Supports</p>	<p>ManageBac doesn't have any character key shortcuts</p>
<p>2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <ul style="list-style-type: none"> ● Turn off: The user is allowed to turn off the time limit before encountering it; or ● Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or ● Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or ● Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or ● Essential Exception: The time limit is <u>essential</u> and extending it would invalidate the activity; or ● 20 Hour Exception: The time limit is longer than 20 hours. 	<p>Supports</p>	<p>The only time limit is a logout warning after inactivity. Users may Extend and are given several minutes to do so.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>For moving, <u>blinking</u>, scrolling, or auto-updating information, all of the following are true: (Level A)</p> <ul style="list-style-type: none"> ● Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to <u>pause</u>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <u>essential</u>; and ● Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, 	<p>Not Applicable</p>	

stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.		
2.3.1 Three Flashes or Below Threshold (Level A) <u>Web pages</u> do not contain anything that flashes more than three times in any one second period, or the <u>flash</u> is below the general flash and red flash thresholds.	Not Applicable	No animations or flashes are present on ManageBac
2.4.1 Bypass Blocks (Level A) A <u>mechanism</u> is available to bypass blocks of content that are repeated on multiple <u>Web pages</u> .	Does not support	
2.4.2 Page Titled (Level A) <u>Web pages</u> have titles that describe topic or purpose.	Supports	
2.4.3 Focus Order (Level A) If a <u>Web page</u> can be <u>navigated sequentially</u> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supports	Top navigation -> Left Navigation > Right Navigation > Main Pane
2.4.4 Link Purpose (In Context) (Level A) The <u>purpose of each link</u> can be determined from the link text alone or from the link text together with its <u>programmatically determined link context</u> , except where the purpose of the link would be <u>ambiguous to users in general</u> .	Partially Supports	Most buttons include descriptive text in the link. However, in certain cases we use a icon to signify a button without any accompanying text (e.g. delete buttons)
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	ManageBac doesn't have any path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Abort or undo condition is met
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	ManageBac uses Symbolic text characters without accompanying readable text in certain situations (text editor)
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	ManageBac does not require any motion actuation.
3.1.1 Language of Page (Level A) The default <u>human language</u> of each <u>Web page</u> can be <u>programmatically determined</u> .	Does not support	

<p>3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a <u>change of context</u>.</p>	Partially Supports	In most cases ManageBac components will not change context on focus, but for certain things it does occur. E.g. Search bar expands on focus.
<p>3.2.2 On Input (Level A) Changing the setting of any <u>user interface component</u> does not automatically cause a <u>change of context</u> unless the user has been advised of the behavior before using the component.</p>	Does not support	Some pages save automatically on input
<p>3.3.1 Error Identification (Level A) If an <u>input error</u> is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports	
<p>3.3.2 Labels or Instructions (Level A) <u>Labels</u> or instructions are provided when content requires user input.</p>	Supports	
<p>4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>		
<p>4.1.2 Name, Role, Value (Level A) For all <u>user interface components</u> (including but not limited to: form elements, links and components generated by scripts), the <u>name</u> and <u>role</u> can be <u>programmatically determined</u>; states, properties, and values that can be set by the user can be <u>programmatically set</u>; and notification of changes to these items is available to <u>user agents</u>, including <u>assistive technologies</u>.</p>		

Legal Disclaimer (ManageBac)

[Company Terms, Services, & Agreements](#)