



Docebo Learn Accessibility Conformance Report

International Edition - (Based on VPAT® Version 2.4)

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Docebo Learn Accessibility Conformance Report

Name of Product: Docebo Learn Version 2023.23.0

Report Date: December 4, 2023

Document Version: 5.4

Product Release Date: December 6, 2023

Product Description: Docebo is an easy-to-use, highly configurable and affordable learning platform with the end-to-end capabilities and critical functionality needed to train internal and external workforces, partners and customers.

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Scope of This Document

This Docebo Accessibility Conformance Report is a document that Docebo publicly undertakes to clearly identify the state of compliance of the platform with WCAG 2.1 standards, level AA (with references also to European Telecommunications Standards Institute EN 301 549 and US Federal Government Revised 508 Standards) for the Docebo Learn platform.

This Docebo Accessibility Conformance Report applies to the Learner role only, since the platform is accessible from the learner's point of view only. It does not apply to the content providers and platform administration.

This Docebo Accessibility Conformance Report does not apply to the [new course page](#). If you have activated the new course page, please refer to the [Docebo Learn Accessibility Conformance Report \(VPAT\) for the New Course Page](#).

As for the learner role, we consider the platform's core functionality in terms of accessing and attending the courses and content included in the learner's learning path. At the moment, other learner features are explicitly excluded. Accessibility has been implemented for Docebo 7.0, and it is not available on Docebo 6.9.

Docebo's journey towards accessibility began in 2020 and it can be considered as a work in progress, as more and more areas of the learner experience meet the platform accessibility standards.

The compliance on accessibility applies to the following areas of your desktop platform:

Registration and Platform Policies

- Login page
- Self-registration page
- Reset Password page
- Legal agreements: Privacy Policy, Cookie Policy and Terms & Condition.

Layout

- Header (including the global search box and the related quick results window), user menu, notifications and gamification panels
- Footer

Built-In Pages

- The *My Courses and Learning Plans* page
- The *Course Catalog* page
- The *All Channels* page
- The *My Channel* page
- Any *Single Channel* page
- The *Latest Content* page
- The *My Skills* page
- The *My Profile* area
- The area displaying the plan content when clicking on the *What's Included* button of the *Subscription Plan* page
- The *Global Search Results* page

Widgets

- Courses and learning plans
- Catalogs

- Channels

Please note that the following elements and functionalities are not yet accessible:

- all of the filters included in the pages and in the widgets listed in this chapter are included, except for date pickers in time frame filters (such as calendars)
- the calendar *display mode* view in the Course Catalog widget and page
- the *Ask the Expert* panels
- the *Share Content* panel
- the *Add to Playlist* panel

Docebo has developed these areas of the platform with accessibility in mind, so that they can be used by anyone, in any condition, and in any situation. Docebo keeps working on other areas of the learner experience of the Docebo learning platform in order to extend the areas covered by accessibility over time. For any general inquiry related to accessibility, or if you have any ideas you would like to share with us, we are glad to hear from you. Do not hesitate to contact our accessibility program manager at accessibility@docebo.com

Evaluation Methods Used

Testing Docebo Learn involved:

- Manual Tests: Manual functionality Inspection, JAWS, NVDA, Keyboard navigation
- Test Environment: Microsoft Windows on Chrome and Mozilla Firefox ~~Mac OS~~
- Automated Tests: keyboard navigation
- Semi-Automated Test: [AQA](#) and ARC toolkit

Applicable Standards/Guidelines

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

STANDARD/GUIDELINE	INCLUDED IN REPORT
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Web Content Accessibility Guidelines 2.0	Level A - Level AA
Web Content Accessibility Guidelines 2.1	Level A - Level AA
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V2.1.2 (2018-08)	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 be used only in WCAG 2.1 Level AAA.

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks And Explanations
<p>1.1.1 Non-text Content (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) 	<p>Partially Supports</p>	<p>Generally, in Docebo Learn meaningful non-text content is presented to the user with a text alternative that serves an equivalent purpose, while decorative non-text content is hidden to assistive technologies.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some icon buttons in the content listing and in the areas not listed in the <i>Scope of this Document</i> chapter. ● Badge images do not have alternative text. ● Some pieces of non-text decoration content - such as blank slate images - are implemented so that they cannot be ignored by assistive technology in the areas not listed in the <i>Scope of this Document</i> chapter. ● Graphs and charts are visible to the screen reader and do not have alternative text. However, the key information is provided by a description alongside. ● The images of the Image widget do not have alternative text.

		<ul style="list-style-type: none"> • The decorative background image of the Custom Content Box widget cannot be ignored by assistive technology. • Venue photos in ILT courses do not have a meaningful alternative text.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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) 	Supports	<p>Docebo Learn does not provide pre-recorded audio-only content within platforms.</p> <p>Video content closed captioning is supported and available for content authors. Closed captioning is referred to as subtitles on the platform. Refer to Docebo Help.</p> <p>Transcripts can be made available on your platform as HTML content within the course. Refer to Docebo Help.</p> <p>Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.</p>
<p>1.2.2 Captions (Prerecorded) (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) • 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) 	Supports	<p>Docebo Learn does not provide pre-recorded content within the platforms. Closed captioning is supported and available for content authors. Closed captioning is referred to as <i>subtitles</i> on the platform. Refer to Docebo Help.</p>

<p>Revised Section 508</p> <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) 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p> <p>(Updated from Does Not Support in Docebo Accessibility Conformance Report V 5.3)</p>	<p>Docebo Learn does not provide pre-recorded content within the platforms.</p> <p>At the moment Docebo Learn prevents the possibility of providing audio descriptions for video content.</p> <p>Transcripts can be made available on the platform as HTML content within the course. Refer to Docebo Help.</p>
<p>1.3.1 Info and Relationships (Level A) 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) <p>Revised Section 508</p>	<p>Partially Supports</p>	<p>Generally, Docebo Learn uses standard HTML and WAI-ARIA attributes in all of the areas listed in the <i>Scope of this Document</i> chapter. Information, structure and relationships conveyed through the visual presentation are determined programmatically or are available in text form.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • In the My courses & learning plans, Catalogs, and Channels pages some form controls in filter panels are not properly identified as a group of related controls • In the My profile My skills section some form controls are not properly identified as a group of related controls

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn presents content in a meaningful reading sequence.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The data browser component in the areas not listed in the <i>Scope of this Document</i> chapter, and in the course pages need some semantic improvements • The course title in the course pages is placed after the content
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Supports</p> <p>(Updated from Not Applicable in Docebo Accessibility Conformance Report V 5.3)</p>	<p>Docebo Learn does not present content that relies solely on sensory characteristics.</p>

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A) Also applies to: 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) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn does not use color as a unique visual means to convey information, show an action, prompt for a response, or distinguish a visual element. Textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some links are identified only with colors. ● In the notification panel, the status <i>Read/Unread</i> is identified only with colors. <p>Docebo Learn is not responsible for any change applied via custom CSS.</p>
<p>1.4.2 Audio Control (Level A) Also applies to: 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) 	<p>Does not Support</p>	<p>Docebo Learn does not present content that plays automatically. However, the content author can turn on the autoplay media options and upload videos as background for the login page. At the moment it is possible to turn off the autoplay content only by using the mouse.</p>

<p>2.1.1 Keyboard (Level A) Also applies to: 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) ● 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) 	<p>Partially Supports</p>	<p>Generally, the content available in Docebo Learn is operable through keyboard navigation.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In My Profile Page the Skills Assignment process is not fully keyboard-only accessible and screen reader compatible. ● In My Profile Page the Job Assignment process is not fully keyboard-only accessible and screen reader compatible. ● In widgets and areas not listed in the <i>Scope of this Document</i> chapter, some interactive elements are not keyboard focusable. ● In the areas not listed in the <i>Scope of this Document</i> chapter, some invisible elements receive focus.
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: 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) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn ensures that users are not trapped in content or subsections of content by providing Close or a Cancel button to dismiss modal dialogs, accepting also the ESC keystroke.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In some modal dialogs not listed in the <i>Scope of this Document</i> chapter, Docebo Learn does not force them inside the foreground layer. This lets the keyboard focus drift into the background. ● In a 400% zoomed view, the keyboard focus can move in under the dialog dark backdrop when the fab options are available and trap the users in the background.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>Supports</p>	<p>In Docebo Learn, shortcuts are only active when the component that it will affect has keyboard focus.</p>

<p>Also applies to: 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>	<p>(Updated from Not Applicable in Docebo Accessibility Conformance Report V 5.3)</p>	
<p>2.2.1 Timing Adjustable (Level A) Also applies to: 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) ● 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>Supports</p>	<p>Docebo Learn does not contain any task or content being time-sensitive or requiring time adjustments.</p> <p>All activities with time settings, such as course durations, and tests, can have their own deadlines adjusted by instructors, administrators, or other custom roles that have the proper permissions in the given course. Refer to Docebo Help</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) 	<p>Partially Supports</p> <p>(Updated from Does not Support in Docebo Accessibility</p>	<p>Generally, in default configuration Docebo Learn allows the content to be paused and restarted from where it was paused and it doesn't provide blink content.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Conformance Report V 5.3)</p>	<p>However, Docebo Learn in widgets with infinite scroll provide some animations and auto-updated content presented in parallel but does not provide any mechanism for the user to pause, stop, or hide them.</p> <p>Docebo is not responsible for any administrator configuration or change applied via custom CSS.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Docebo Learn does not provide flashing content within the platform. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content itself.</p> <p>Docebo is not responsible for any change applied via custom CSS.</p>
<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) 	<p>Supports</p>	<p>Docebo Learn provides multiple mechanisms for skipping repeated content in platform pages and for bypassing blocks of content.</p> <p>Docebo is not responsible for any change applied via custom CSS.</p>

<ul style="list-style-type: none"> ● 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 		
<p>2.4.2 Page Titled (Level A) Also applies to: 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) 	<p>Partially Supports</p>	<p>Generally, in Docebo Learn provides a proper page title for all the platform pages in the learner path.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The titles of the pages of some other areas not listed in the <i>Scope of this Document</i> chapter do not describe the topic or purpose. ● The page title remained the same: the name of the course Instead of indicating the current lesson topic – similar to the wording at the start of main content. ● Self-registration forms with additional fields do not provide information about the active step. ● The Privacy policy page title is incomplete. ● The Terms and conditions page title is incomplete.

<p>2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, in Docebo Learn the focus moves between components following the visual order of the elements in the user interface or in a sequence that preserves their meaning and operability.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The data browser search displays the confirmation button before the input field in the areas not listed in the <i>Scope of this Document</i> chapter.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: 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) 	<p>Partially Supports</p>	<p>The learner experience in the Docebo Learn mostly contains links that clearly indicate their purpose, in context.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some links do not respect the accessible purpose declaration in the course pages and in the areas not listed in the <i>Scope of this Document</i> chapter. <p>Also, content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.</p>

<p>2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: 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>	<p>Not Applicable</p>	<p>Docebo Learn does not provide tasks that require only pointer gestures. On the classroom page, it is possible to navigate the location by using Google Maps. For more information refer to Accessibility in Google Maps</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) 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>	<p>Supports</p> <p>(Updated from Not Applicable in Docebo Accessibility Conformance Report V 5.3)</p>	<p>Docebo Learn does not use the down-event of the pointer for functionality that can be operated using a single pointer.</p>
<p>2.5.3 Label in Name (Level A 2.1 only) 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) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn includes user interface components with labels and uses the text of it at the start of the name.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The search input fields have no valid label in the areas not listed in the <i>Scope of this Document</i> chapter.

<ul style="list-style-type: none"> ● 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>		
<p>2.5.4 Motion Actuation (Level A 2.1 only) 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	Docebo Learn does not use user interface components that require device or user motion.
<p>3.1.1 Language of Page (Level A) Also applies to: 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	Docebo Learn In Docebo Learn sets the language of all the pages using the page HTML title attributes. The language of the Docebo Learn can be set by administrators.

<p>3.2.1 On Focus (Level A) Also applies to: 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) 	<p>Supports</p>	<p>Generally, Docebo Learn does not initiate a change in context as a result of any component receiving focus.</p>
<p>3.2.2 On Input (Level A) Also applies to: 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) ● 11.3.2.2 (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) 	<p>Supports</p> <hr/> <p>Partially Supports (Only for branch code configuration)</p>	<p>Docebo Learn does not initiate a change in context on user input.</p> <hr/> <p>Docebo Learn self-registration forms that include the branch code input text could load on user input the additional field step.</p>
<p>3.3.1 Error Identification (Level A) Also applies to:</p>	<p>Partially Supports</p>	<p>Generally, Docebo Learn provides clear indication for the fields in error and provides success feedback when data is submitted successfully.</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) 		<p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Date and time selectors in time range filters for date-type course custom fields do not provide complete instruction information. ● The multi-select component in the My Profile area, My Skills section, does not provide complete error identification ● Some constraints in the form field and errors are not associated with their corresponding field in the areas not listed in the <i>Scope of this Document</i> chapter.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn generally contains user interface components with labels.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some form elements, such as date pickers and multi-select components, do not provide proper labels or complete Instructions. ● Date and time selectors in time range filters for date-type course custom fields do not provide complete instruction information.
<p>4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) 	<p>Supports (Updated from Partially Supports in</p>	<p>Generally, Docebo Learn properly uses the markup language and consistently checks the errors that can interfere with screen readers and assistive technologies such as duplicate IDs.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Docebo Accessibility Conformance Report V 5.3)</p>	<p>The WCAG 2.2 has deprecated this criterion. For this reason, this criterion has been promoted as Supported. For more detailed information, please consult the official documentation: How and why is success criteria 4.1.1 Parsing obsolete?</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: 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) – Not required ● 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>Partially Supports</p>	<p>Generally, Docebo Learn controls' name, role, state, and value is exposed to assistive technology.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Frame titles are not meaningful. ● The name, role, and value are not programmatically determined for: <ul style="list-style-type: none"> ○ The multi-select component to select the skills and to select the job in the My profile page. ○ The slider component for the skills selection in my profile, Rate yourself dialog. ○ Top suggested skills buttons in My profile page. ○ Date and time selectors in time range filters for date-type course custom fields. ● The data browser form fields do not have a valid label in the areas not listed in the <i>Scope of this Document</i> chapter. ● Some custom controls do not provide the proper textual name, role, and information in the areas not listed in the <i>Scope of this Document</i> chapter. ● The chat feature does not notify users of changes in content at all.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks And Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Docebo Learn does not directly provide any live media through the platform. Closed captioning can be added through video providers. More information on Docebo Help.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p>	<p>Does Not Support</p>	<p>Docebo Learn does not provide pre-recorded content within the platforms. At the moment Docebo Learn prevents the possibility of providing audio descriptions for video content.</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	Docebo Learn does not restrict its view and operation to a single display orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>The name, role, state, and value of the Docebo Learn controls are exposed to assistive technology.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The data browser filters form fields that need some accessibility fix in the areas not listed in the <i>Scope of this Document</i> chapter.
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria</p>	Partially Supports	Docebo Learn platforms activated after May 25, 2021, come with a default set of colors to ensure that the experience is accessible and usable for all users. The platforms activated after May 25, 2021, can

<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) 		<p>configure the accessible set of colors as described in Docebo Help.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The color of the Register button in the platform header has a contrast ratio: 4.13:1 instead of 4.5:1. ● The color of placeholders and buttons hover status and focusing status need improvements. ● The color of some text and components not listed in the <i>Scope of this Document</i> chapter is directly encoded in the HTML. <p>Docebo is not responsible for any change applied to colors via custom CSS or via the Configure Branding Look menu of the platform.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, in Docebo Learn, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Learner menu labels. ● Content cards' language abbreviations. ● My profile vertical tabs are truncated if the label takes more than 3 lines.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) 	<p>Supports</p>	<p>Docebo Learn does not provide images of text content within the platform. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content itself.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only) 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) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Docebo Learn presents content without loss of information or functionality with one-dimensional scrolling, and without requiring scrolling in two dimensions.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In viewports under 1024 or by using browser zoom 200%, header breadcrumbs and floating action buttons overlap ● In viewports under 600px or by using browser zoom some content in overlay - such as global search suggestion, menu options or dialogs - don't scroll properly by cutting content out of the viewport. ● Some widgets and areas not listed in the <i>Scope of this Document</i> chapter
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) 	<p>Partially Supports</p>	<p>The Docebo Learn platform activated after May 25, 2021, comes with a default set of colors to ensure that the experience is accessible and usable for all users. The platforms activated after May 25, 2021, can configure the accessible set of colors as described in Docebo Help.</p> <p>However, the color of some text and components not listed in the <i>Scope of this Document</i> chapter is directly encoded in the HTML.</p>

<ul style="list-style-type: none"> ● 11.1.4.11 (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>		<p>Docebo is not responsible for any change applied to colors via custom CSS or via the Configure Branding Look menu of the platform.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Generally, Docebo Learn uses markup languages for text style properties that don't prevent user customization or overriding author settings.</p> <p>However, in some areas of Docebo Learn learner experience the line height is fixed.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Docebo Learn provides persistent additional content. It remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some accessibility fixes are necessary for widgets and areas not listed in the <i>Scope of this Document</i> chapter.

<p>2.4.5 Multiple Ways (Level AA) Also applies to: 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 	<p>Supports</p>	<p>Docebo Learn provides a consistent user experience and provides multiple ways to navigate the content, such as:</p> <ul style="list-style-type: none"> ● A home page with links to all the pages. ● A breadcrumb navigation for processes and sub-layered pages. ● A search functionality. ● Primary and secondary navigation menus. ● By passing block mechanisms. ● Dialog and overlay can be dismissed by using the Close button, the Cancel button, and the ESC key.
<p>2.4.6 Headings and Labels (Level AA) Also applies to: 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) 	<p>Partially Supports</p> <p>(Updated from Does not Support in Docebo Accessibility Conformance Report V 5.3)</p>	<p>Generally, Docebo Learn presents headings and labels in a meaningful order and in a way that describes the topic or the purpose of contents.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● On the Public catalog page, headings do not follow the right order. ● Some headings do not follow the right order in widgets and areas not listed in the <i>Scope of this Document</i> chapter. <p>Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.</p>

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, in Docebo Learn the focus indicator is always visible and has good contrast with the surrounding content and background.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The data browser filters button and radio button do not have a visible focus in the areas not listed in the <i>Scope of this Document</i> chapter. ● In widgets and the areas not listed in the <i>Scope of this Document</i> chapter, some links are keyboard focusable but do not have a visible focus. ● The multi-select component in the My Profile area, My Skills section, does not have a proper visible focus.
<p>3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Does not Support</p>	<p>Docebo Learn In Docebo Learn sets the language of all the pages using the page HTML title attributes. The language of the Docebo Learn can be set by administrators.</p> <p>However, at the moment there is no mechanism to specify different languages for subsets or parts of a page.</p>

<p>3.2.3 Consistent Navigation (Level AA) Also applies to: 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>Docebo Learn offers a consistent navigation order across the site.</p> <p>Docebo is not responsible for any change applied via custom CSS.</p>
<p>3.2.4 Consistent Identification (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p>	<p>Partially Supports</p>	<p>Generally, Docebo Learn uses labels, names, and text alternatives consistently for content that has the same functionality. Actions are predictable across pages, and functions are consistent.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Some components having the same functionality are identified in different ways.

<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>3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn errors are automatically detected, and users are informed about them in an accessible manner.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some errors are not associated with their corresponding input text field in the areas not listed in the <i>Scope of this Document</i> chapter. • Date and time selectors in time range filters for date-type course custom fields do not provide complete information.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria</p> <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) 	<p>Partially Supports</p>	<p>Generally, Docebo Learn provides a mechanism for reviewing, confirming, and correcting information before finalizing the submission.</p> <p>However, all of the steps to review, confirm, and correct information before finalizing the submission do not convey to screen-readers in the areas not listed in the <i>Scope of this Document</i> chapter.</p>

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Supports	Docebo Learn status messages can be programmatically determined through roles or properties, such that they can be presented to the user by assistive technology without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Docebo is working to try to cover also the Level AAA for the success criteria, where applicable.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Docebo Learn does not provide background audio content within the platform. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content itself.</p>
<p>1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Docebo Learn does not use images of text to provide meaningful content within the learner experience. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content itself.</p>
<p>2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply</p>	<p>Not Evaluated</p>	

Revised Section 508 – Does not apply		
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Docebo Learn does not contain any task or content being time-sensitive or requiring time adjustments. All activities with time settings, such as course durations and tests, can have their deadlines adjusted by Instructors, administrators, or other custom roles who have the proper permissions in the given course. Refer to Docebo Help .
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Docebo Learn does not provide flashing content within the platform. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content itself.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Docebo Learn provides a breadcrumb trail.

<p>2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Supported (Updated from <i>Partially Supports</i> in the Docebo Accessibility Conformance Report V5.3)</p>	<p>The Docebo Learn design is inspired by the material design approach and the size of the target for pointer input is at least 36 by 36 CSS pixels.</p>
<p>2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Evaluated</p>	
<p>3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Docebo Learn doesn't include unusual words within the platform. Docebo also provides a Learner Guide. Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.</p>
<p>3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Not Supported (Updated from <i>Partially Supports</i> in</p>	<p>Docebo Learn provides abbreviations within the platform for language names. They are displayed according to the international abbreviations standards but they are currently</p>

	the Docebo Accessibility Conformance Report V5.3)	not always interpreted as full language names by screen readers. Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not support	Docebo Learn has some contextual help but it is not accessible.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Revised Section 508 Report

Notes: The evaluation is for a website, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing work being done to optimize the experience for users of assistive technologies and those with other disabilities.

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

Notes: For further details, refer to the [WCAG 2.1 section](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Docebo Learn uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>Generally, Docebo Learn is usable without vision in the areas listed in the <i>Scope of this Document</i> chapter. The core features and controls in Docebo Learn are reachable using the keyboard only and announced by assistive technology.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p> <p>At the moment, Docebo Learn does not yet have a system to provide audio descriptions for video content.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
302.2 With Limited Vision	Partially Supports	<p>Docebo Learn supports standard browser zoom and contrast adjustments in the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Docebo Learn is compatible with assistive technologies and supports the use of screen readers for the visually impaired in the areas listed in the <i>Scope of this Document</i> chapter.</p>

		<p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
302.3 Without Perception of Color	Partially Supports	<p>Docebo Learn supports the minimum color contrast in the areas listed in the <i>Scope of this Document</i> chapter with the default set of colors configuration.</p> <p>Docebo Learn does not use color as the only means of conveying information in the areas listed in the <i>Scope of this Document</i> chapter. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are some exceptions. Refer to the WCAG2.1 Section 1.4.1 Use of Color (Level A) for detail.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
302.4 Without Hearing	Supports	<p>Docebo Learn does not include audio-only features that require the sole use of hearing.</p> <p>Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.</p>
302.5 With Limited Hearing	Supports	<p>Docebo Learn does not include audio-only features that require the sole use of hearing.</p>

		Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.
302.6 Without Speech	Not Applicable	Docebo Learn does not require speech to operate or retrieve information.
302.7 With Limited Manipulation	Partially Supports	<p>Docebo Learn supports standard input mechanisms such as user-provided keyboards and pointing devices in the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Docebo Learn does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p>
302.8 With Limited Reach and Strength	<p>Supports</p> <p>(Updated from Partially supports in the Docebo Accessibility Conformance Report V5.3)</p>	<p>Docebo Learn does not use simultaneous actions in either form as a method of operation or information retrieval in the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Docebo Learn does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</p> <p>The actions within Docebo Learn can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).</p>

302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Docebo Learn does not function in a way that is prohibitive to users with cognitive or learning impairment in the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Docebo provides end-users with disabilities with information on accessibility in Docebo Help. See the Docebo Learner Guide and the Accessibility in your platform article for further details.</p> <p>End-users with disabilities can open support requests directly at accessibility@docebo.com</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p>
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Chapter 4: [Hardware](#)

Notes: Docebo Learn is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: Not Applicable - Docebo Learn does not include any software - Removed

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

Note: This report covers accessibility conformance for the Docebo product and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is not accessible, but we are working in this direction.

EN 301 549 Report

Notes: The evaluation is for a website, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing work being done to optimize the experience for users of assistive technologies and those with other disabilities.

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

Notes: For details refer to [WCAG 2.1 section](#)

Criteria	Conformance level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Docebo Learn uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies in all of the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Generally, Docebo Learn is usable without vision in the areas listed in the <i>Scope of this Document</i> chapter. The core features and controls in Docebo Learn are reachable using the keyboard only and announced by assistive technology.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p> <p>At the moment, Docebo Learn does not yet have a system to provide audio descriptions for video content.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
4.2.2 Usage with limited vision	Partially Supports	<p>Docebo Learn supports standard browser zoom and contrast adjustments in the areas listed in the <i>Scope of this Document</i> chapter.</p> <p>Docebo Learn is compatible with assistive technologies and supports the use of screen readers for the visually impaired in the areas listed in the <i>Scope of this Document</i> chapter.</p>

		<p>However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
4.2.3 Usage without perception of color	Partially Supports	<p>Docebo Learn supports the minimum color contrast in the areas listed in the <i>Scope of this Document</i> chapter with the default set of colors configuration.</p> <p>Docebo Learn does not use color as the only means of conveying information in the areas listed in the <i>Scope of this Document</i> chapter. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are some exceptions. Refer to the WCAG2.1 Section 1.4.1 Use of Color (Level A) for detail.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure Branding Look menu of the platform.</p>
4.2.4 Usage without hearing	Supports	<p>Docebo Learn does not include audio-only features that require the sole use of hearing.</p> <p>Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.</p>
4.2.5 Usage with limited hearing	Supports	<p>Docebo Learn does not include audio-only features that require the sole use of hearing.</p>

		Content can be included in the platform by content authors who are the sole responsible for the accessibility of the content itself.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Docebo Learn does not require speech or vocal capability to operate or retrieve information.
4.2.7 Usage with limited manipulation or strength	Supports	<p>Docebo Learn supports standard input mechanisms such as user-provided keyboards and pointing devices.</p> <p>The use of the Docebo Learn user interface does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</p>
4.2.8 Usage with limited reach	Not Applicable	Docebo Learn is a web application and does not require any type of installation. It can be operable by a simple web browser application.
4.2.9 Minimize photosensitive seizure triggers	Supports	<p>Docebo Learn does not include visual features with flashing that could trigger seizures.</p> <p>Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.</p>
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Docebo Learn uses a logical focus order and provides capabilities for specifying error text for user interface components.

		However, there are some exceptions. Refer to the WCAG 2.1 Report Section for details.
4.2.11 Privacy	Supports	<p>Docebo Learn does not impede the usage of standard privacy controls alongside assistive technologies and does not track individuals using assistive technologies.</p> <p>Docebo Learn allows the connection of headphones for privately listening to screen reader announcements.</p>

Chapter [5: Generic Requirements](#)

Notes: Not Applicable - Removed

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

Notes: Not Applicable - Removed

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

Notes: Not Applicable - Removed

Chapter [8: Hardware](#)

Notes: Not applicable - Docebo Learn does not include hardware - Removed

Chapter [9: Web \(see \[WCAG 2.1 Report\]\(#\)\)](#)

Notes: Partially Supported - For more details refer to the [WCAG 2.1 Report](#)

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

Notes: Not Applicable - Removed

Chapter [11: Software](#)

Notes: Not Applicable - Docebo Learn does not include any Software - Removed

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

Notes: This report covers accessibility conformance for the Docebo product and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is not accessible, but we are working in this direction.

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

Notes: Does not applicable - Removed

Legal Disclaimer

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