

# Routledge and CRC Press Accessibility Conformance Report - International Edition

## Name of Product/Version

Routledge and CRC Press | [routledge.com](https://routledge.com)

## Report date

May 2026

## Product description

Together Routledge and CRC Press ([routledge.com](https://routledge.com)) are the world's leading academic publisher in the Humanities, Social Sciences, and STEM. We publish thousands of books and key online products each year, serving scholars, instructors, and professional communities worldwide.

## Contact information

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## Notes

**All issues identified in this ACR have a remediation date of November 2026, unless otherwise stated.**

This report supersedes all previous versions.

Based on [Voluntary Accessibility Product Template \(VPAT®\) Version 2.5, International Edition](#).

## Evaluation methods used

**Accessibility testing tools:** Siteimprove.ai for WCAG Levels A and AA success criteria, ARIA and accessibility best practices. Microsoft Edge DevTools version 115-125. Lighthouse 13.0.2 (Using Chromium 146.0.0.0 with devtools). Accessibility Insights for Web version 2.46.0. Wave Evaluation Tool Version 3.3.0.4. Colour Contrast Analyser (CCA) Version 3.5.2. Adobe Colour Contrast Analyser. A11y Tools bookmarklets – WTFocus, List Images, Landmarks. Elysia internal closed system AI. Colour blind filter bookmarklet.

**Assistive technologies:** Non-Visual Desktop Access (NVDA) screen reader Version 2025.3.3.54605. Penguin Ambidextrous Vertical Mouse (model 9820100). Goldtouch Ergonomic Split Keyboard (model SK2730).

**Laptop:** Microsoft Edge Version 146.0.3856.109 and Google Chrome Version 146.0.7680.178 on a DELL laptop running Microsoft Windows 11 Enterprise, Version 10.0.26100 (OS Build 26100). **Resize display settings:** 1280 × 1024 and 1280 × 768, with scaling at 100%, and browser set to 200%. **Reflow display settings:** 1280 × 1024, with scaling at 100%, and browser set to 400%.

**Mobile:** Samsung Galaxy Flip 6, running Android 16 and One UI version 8.0, with Google Chrome version 147.0.7727.101. Used for checking Orientation with locked and unlocked screen rotation settings.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in report	Not included in report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Levels A and AA	Level AAA
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Levels A and AA	Level AAA
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Levels A and AA	Level AAA
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes	n/a
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) and EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	Yes	n/a

# 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 criteria.
- **Does Not Support:** The majority of product functionality does not meet the criteria.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

## WCAG 2.2 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

## Visual summary of WCAG 2.2 compliance

Supports = green\*. Partially supports = yellow^. Not supported = pink°. Not applicable = grey>. To be tested/confirmed = blue~.

Level A, 32 criteria: Supports × 17. Partially supports × 12. Not supported × 1. Not applicable × 2. To be tested/confirmed × 0.

Level AA, 24 criteria: Supports × 9. Partially supports × 12. Not supported × 1. Not applicable × 2. To be tested/confirmed × 0.

Principle	P	P	P	P	O	O	O	O	O	U	U	U	R
Guideline	1.1	1.2	1.3	1.4	2.1	2.2	2.3	2.4	2.5	3.1	3.2	3.3	4.1
Level A 2.1	1.1.1^	1.2.1^	1.3.1^	1.4.1*	2.1.1^	2.2.1*	2.3.1>	2.4.1^	2.5.1*	3.1.1*	3.2.1^	3.3.1*	4.1.1>
Level A 2.1	n/a	1.2.2*	1.3.2*	1.4.2*	2.1.2^	2.2.2°	n/a	2.4.2*	2.5.2*	n/a	3.2.2^	3.3.2*	4.1.2^
Level A 2.1	n/a	1.2.3^	1.3.3^	n/a	2.1.4*	n/a	n/a	2.4.3*	2.5.3*	n/a	n/a	n/a	n/a
Level A 2.1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.4.4^	2.5.4*	n/a	n/a	n/a	n/a
Level A 2.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3.2.6*	3.3.7*	n/a
Level AA 2.1	n/a	1.2.4>	1.3.4^	1.4.3^	n/a	n/a	n/a	2.4.5*	n/a	3.1.2^	3.2.3*	3.3.3*	4.1.3^
Level AA 2.1	n/a	1.2.5°	1.3.5^	1.4.4^	n/a	n/a	n/a	2.4.6*	n/a	n/a	3.2.4^	3.3.4*	n/a
Level AA 2.1	n/a	n/a	n/a	1.4.5*	n/a	n/a	n/a	2.4.7^	n/a	n/a	n/a	n/a	n/a
Level AA 2.1	n/a	n/a	n/a	1.4.10^	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Level AA 2.1	n/a	n/a	n/a	1.4.11^	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Level AA 2.1	n/a	n/a	n/a	1.4.12*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Level AA 2.1	n/a	n/a	n/a	1.4.13^	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Level AA 2.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.4.11*	2.5.7>	n/a	n/a	3.3.8*	n/a
Level AA 2.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.5.8^	n/a	n/a	n/a	n/a

Table 1: Success Criteria, Level A

Notes: the Conformance Level and Remarks and Explanations are evaluated for the Website only. Electronic documents, Software, and Authoring Tool are not applicable.

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Most non-text content (images, icons, graphics, visual media) has a meaningful text alternative, so users who are unable to see them can still understand their purpose or the information they contain.</p> <p><b>Issue UBW-A11Y-00002: Images missing alt-text</b></p> <p>Eight images across two pages need alt-text, or to be marked as decorative.</p> <ul style="list-style-type: none"> <li>• Pages: <a href="#">DES Pune University</a>, <a href="#">IIIT Hyderabad</a>.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>The video on the eBooks+ webpage uses an instrumental music track over a graphical slide/webpage presentation to demonstrate the site's key features. The Key Features are also written in text on the webpage below the embedded video.</p> <p>There is no audio-only content on the site, an no other video-only (no speech) video content.</p> <p><b>Issue UBW-A11Y-00083: YouTube lacks detailed accessibility alternatives - eBook+</b></p> <p>If a user accesses the video via YouTube, the "Key Features" section in the introduction blurb is provided only as a simple list, which lacks the detail of the supporting text available on the corresponding eBook+ Routledge webpage. Users may miss critical context or information necessary for understanding the content.</p> <ul style="list-style-type: none"> <li>• <a href="#">eBook+ video on YouTube</a></li> <li>• <a href="#">eBook+ video on Routledge</a></li> </ul> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.2.3 Audio Description or Media Alternative (issue UBW-A11Y-00083).</li> <li>• 1.2.5 Audio Description (issue UBW-A11Y-00087).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Closed captions are provided for all prerecorded video content with speech. The captions can be turned on and off by the user within the media player.</p> <p>Captions include all dialogue, and non-speech sounds (music, applause). Speaker identification is available within the video content, but this is sometimes obscured by the captions.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>The video on the <a href="#">eBooks+</a> webpage uses an instrumental music track over a graphical slide/webpage presentation to demonstrate the site's key features. The Key Features are also written in text on the webpage below the embedded video.</p> <p>The three videos on the <a href="#">Librarians</a> webpage have standard text-based transcripts available, when viewed directly in YouTube. These capture what is heard, and notice of music playing.</p> <p>The video on the <a href="#">Teacher Land</a> webpage has a standard text-based transcript available that captures what is spoken.</p> <p><b>Issue UBW-A11Y-00083: YouTube lacks detailed accessibility alternatives - eBook+</b></p> <p>If a user accesses the video via YouTube, the "Key Features" section in the introduction blurb is provided only as a simple list, which lacks the detail of the supporting text available on the corresponding eBook+ Routledge webpage. Users may miss critical context or information necessary for understanding the content.</p> <ul style="list-style-type: none"> <li>• <a href="#">eBook+ video on YouTube</a></li> <li>• <a href="#">eBook+ video on Routledge</a></li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) continued.</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00084: Key information missing from video transcript - Teacher Land</b></p> <p>While a transcript is available, for the embedded <a href="#">video on Teacher Land</a>, it only captures spoken content and does not include all the text displayed in the video, such as the learning modules shown at the end.</p> <p><b>Issue UBW-A11Y-00085: Key information missing from video transcript - Librarians</b></p> <p>The three <a href="#">Librarian videos</a>, each include a standard text-based transcript that captures spoken content and notices of music playing. However, the transcripts do not include the text displayed in the video that introduces content sections, or speaker names and job titles, limiting access to important structural and contextual information.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.2.1. Audio-only and Video-only (issue UBW-A11Y-00083).</li> <li>• 1.2.5 Audio Description (issue UBW-A11Y-00087).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.3.1 Info and Relationships</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>While information is presented visually (such as through headings, lists, tables, or emphasised text), there are shortcomings in ensuring that the same organisation and relationships are consistently reflected in the website's code (semantic markup). These gaps may hinder users, including those relying on assistive technologies, from fully understanding how information is organised and related.</p> <p><b>Lists</b> are marked up using semantic list elements.</p> <p><b>Data tables</b> are marked up so the relationships between headers and data cells are programmatically available, not conveyed by visual layout alone.</p> <p><b>Page regions</b> are identified using semantic landmarks.</p> <p><b>Issue UBW-A11Y-00014: Text not included in an ARIA landmark:</b></p> <p><a href="#">CHEMnetBASE</a> does not include a Main ARIA landmark for its content, making it harder for users of assistive technologies to navigate.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 2.4.1 Bypass Blocks (issue UBW-A11Y-00029).</li> </ul>

**1.3.1 Info and Relationships** (Level A)  
continued

Partially Supports

**Issue UBW-A11Y-00010: Container element is empty - using role="table" and role="row" for white space**

Two pages are misusing ARIA roles (**role="table"** and **role="row"**) to create white space between content blocks. This causes confusion for users relying on screen readers, as these roles are expected to contain meaningful content.

- Pages: [AI for Everything Series](#), [Equity and Social Justice in Education Series](#).

**Issue UBW-A11Y-00011: Container element is empty - use of role="list on the My Account icon**

Two pages are misusing the ARIA **role="list"** attribute to layout icons next to the search field (My Account, Wish List, Shopping Cart, Country). This causes accessibility issues, as the **role="list"** is expected to contain meaningful list items but is empty. This element is on every page of the site, but only two pages have this code issue.

- Pages: [Welcome to the Nursing Course Resource](#), [Advances in Smart Healthcare Technologies](#).

**Issue UBW-A11Y-00012: Container element is empty - using empty role="list for white space**

The page [ANZ Trade Sales](#) is misusing the ARIA **role="list"** attribute to create white space between a heading and an expand/collapse section. This causes confusion for users relying on screen readers, as the **role="list"** is expected to contain meaningful content. Fixing this ensures the page is more accessible and user-friendly.

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00017: Blockquotes not used correctly in the "Critics review" section:</b></p> <p>In the "Critics review" section of the book product pages, the blockquote elements are being misused by wrapping both the quote and its attribution (author name and institution). This causes screen readers to read all quotes as one continuous block, making it harder for users to understand the content.</p> <ul style="list-style-type: none"> <li>• Example: <a href="#">Social Power and Politics in Africa</a></li> </ul> <p><b>Issue UBW-A11Y-00076: Blockquotes misused to style help notes for completing the form</b></p> <p>Page three of the <a href="#">eUpdates sign-up form</a>, misuses blockquotes to style help notes for completing the form.</p> <p><b>Best practice issue UBW-A11Y-00009: Headings are not structured - levels skipped</b></p> <p>Over 1,000 pages present skipped heading levels, disrupting the logical flow and hierarchy of content. Examples include headings jumping from H3 to H5, H2 to H5, H2 to H4, and H6 to H3. This issue may confuse users, especially those relying on assistive technologies like screen readers, as it can hinder efficient navigation and make comprehension more challenging.</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">NACE Members</a>, <a href="#">Nutrition books collection</a>, <a href="#">LGBT Plus History Month Collection</a>.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A) continued</p>	Partially Supports	<p><b>Best practice issue UBW-A11Y-00006: Page does not start with a level 1 heading</b></p> <ul style="list-style-type: none"> <li>• <a href="#">CHEMnetBASE</a>: The page starts with a level 2 heading instead of a level 1 heading, which can make it harder for users, especially those using screen readers, to understand the main topic of the page.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The order of content in the website's code matches the logical reading order that users expect. This ensures that when people use keyboard only, screen readers, text-only browsers, or customise how a page appears (like enlarging text), the information still makes sense in the order it's presented.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• <b>Book subject search result pages:</b> Keyboard focus goes to the beginning of main content - automatically skipping the top navigation.</li> <li>• <b>Embedded videos:</b> these have multiple tab stops, however the first one reached is the play button.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Mostly, instructions for understanding and operating content do not solely rely on characteristics such as size, visual location, orientation, sound, or shape.</p> <p><b>Issue UBW-A11Y-00020: Icon tooltips do not appear on keyboard focus:</b></p> <p>The icons in the top navigation (My Account, Wish List, Cart, Country/Region) and the cart page rely on tooltips to explain their purpose. However, these tooltips are not accessible to all users. The icons themselves lack visible text labels, the tooltips do not appear when navigating with a keyboard, and they disappear too quickly when the mouse moves away. Additionally, tooltips are not functional in the cart modal. These accessibility issues create barriers for users who rely on keyboards, assistive technologies, or have cognitive disabilities, making it harder for them to understand and interact with these features. To address this, tooltips should remain visible when hovered over, be accessible via keyboard navigation, and function consistently for all users.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard (issue UBW-A11Y-00020).</li> <li>• 1.4.13 Content on hover of focus (issue UBW-A11Y-00020).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Colour is not the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Additional cues such as text or icons are also provided.

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.2 Audio Control</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Where audio automatically plays for more than three seconds, there is a mechanism to pause or stop the audio; or the volume can be controlled independently from the overall system volume level.</p> <p>Videos on <a href="#">eBook+</a> and <a href="#">Librarians</a> pages (embedded on the webpage, and on YouTube). These can be played/paused, volume adjusted or muted, and playback speed and quality adjusted.</p> <p>The video on the <a href="#">Teacher Land</a> page is embedded on the webpage (not available on YouTube), and can be played/paused, volume adjusted or muted, and playback quality adjusted.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 2.1.2 Keyboard Trap (issue UBW-A11Y-00086).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">2.1.1 Keyboard</a></b> (Level A) Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most functionality is operable using the keyboard only. There are no specific timings to complete individual keystrokes.</p> <p><b>Issue UBW-A11Y-00082: Keyboard focus and navigation issues on eupdates sign-up form</b></p> <p>When navigating the <a href="#">eupdates sign-up form</a> using a keyboard, the focus on the second page is incorrectly set to the "Next" button instead of the start of the form. Similarly, on the third page, the focus is on the "Submit Form" button rather than the start of the form. Additionally, the selection menu on the third page cannot be expanded using the keyboard, making it inaccessible to users who rely on keyboard navigation.</p> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 3.3.1 Error Identification (issue UBW-A11Y-00078).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A) continued.</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00020: Icon tooltips do not appear on keyboard focus:</b></p> <p>The icons in the top navigation (My Account, Wish List, Cart, Country/Region) and the cart page rely on tooltips to explain their purpose. However, these tooltips are not accessible to all users. Persistent visible text labels are missing, tooltips do not appear on keyboard focus, and they disappear as soon as the mouse moves away. Additionally, tooltips are inaccessible in the cart modal. These issues create challenges for users relying on keyboard navigation, assistive technologies, or those with cognitive disabilities. Tooltips must remain visible when hovered over, be accessible via keyboard focus, and appear consistently for all users.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.3.3 Sensory characteristics (issue UBW-A11Y-00020).</li> <li>• 1.4.13 Content on hover of focus (issue UBW-A11Y-00020).</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">2.1.2 No Keyboard Trap</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>There are limited situations where you enter a modal with the keyboard and cannot get back to where you were using only the keyboard.</p> <p><b>Issue UBW-A11Y-00086: Keyboard navigation issues in embedded video settings modal</b></p> <p>On the <a href="#">Librarians</a> and <a href="#">eBook+</a> webpages, the settings menu for embedded videos can be opened using a keyboard. However, users cannot move the focus into the settings modal or exit it using the keyboard. This creates barriers for individuals with disabilities who rely on keyboard navigation to interact with web content.</p> <p><b>Issue UBW-A11Y-00026: Unable to exit "New &amp; Bestsellers" drop-down menu using ESC key</b></p> <p>The <a href="#">New &amp; Bestsellers</a> drop-down menu in the <b>top navigation</b> does not allow users to press the ESC key to close it. Instead, users must navigate to the top of the menu, use Ctrl + Tab to exit, and press Return to close the menu. This makes it difficult for people who rely on keyboard navigation, such as those with motor disabilities or screen reader users, to interact with the menu efficiently.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	<p>Supports</p>	<p>The site does not provide character key shortcuts, ensuring that users are not subjected to unintended actions caused by accidental key presses.</p> <p>This supports accessibility for individuals with motor disabilities or those using assistive technologies, providing a more inclusive browsing experience.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The site times out after 14 days of non-interaction. The session will refresh when the user performs activity.</p> <p>This is as per the settings within our Identity and Access Management (IAM), which provides the login system across all T&amp;F Systems. Visit <a href="#">Accessibility at Taylor &amp; Francis</a> to review the accessibility documentation for IAM.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Moving, blinking, or scrolling information cannot be paused, stopped or hidden.</p> <p><b>Issue UBW-A11Y-00021: Submitting an inspection copy request - unable to pause or hide it</b></p> <p>The "Submitting an inspection copy request" tile in the right-hand column includes an animated graphic. The graphic includes a spinning yellow multi-pointed star, moving cursor, and text movement. This animation cannot be paused, stopped, or hidden, which can cause distractions or discomfort for users with cognitive disabilities or visual impairments. The lack of control over the animation reduces accessibility and usability for affected users.</p> <p><b>Issue UBW-A11Y-00022: Sale countdown time - unable to pause or hide it</b></p> <p>The sales banner promoting the April Sale includes a countdown clock that continually updates to show the remaining time. There is no option to pause, stop, or hide the clock, which can be distracting or uncomfortable for some users, especially those with cognitive or visual disabilities.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• While the banner will be removed after April, this issue highlights the need for accessible behaviour in future countdown clocks.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no flashing content on the site.

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Partially Supports</p>	<p>The first clickable item on the page is a “skip to main content link” moving focus directly to the main content.</p> <p>Landmarks define core parts of the page to support quick navigation with assistive technologies.</p> <p><b>Issue UBW-A11Y-00027: Page sections with the same name do not serve the same purpose - Navigation</b></p> <p>Some pages on the site have duplicate landmarks with the same name; "Navigation". Each landmark should have a unique name and purpose, for example, "Primary Navigation" and "Secondary Navigation".</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">The Meaning of the Twentieth Century – The Great Transition</a>, <a href="#">Rethinking the Anthropology of Magic and Witchcraft</a>, <a href="#">Counselling Problem Drinkers</a>.</li> </ul> <p><b>Issue UBW-A11Y-00028: Page sections with the same name do not serve the same purpose - Search</b></p> <p>Some pages on the site have duplicate landmarks with the same name; "Search". Each landmark should have a unique name and purpose, for example, "Site search" and "Book search".</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">Inspection copies</a>, <a href="#">Welcome to the Education Course Resources</a>, <a href="#">Science Technology Course Resources</a>, <a href="#">Welcome to Politics and International Relations Course Resources</a>.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A) continued.</p>	Partially Supports	<p><b>Issue UBW-A11Y-00023: Do page sections with the same name serve the same purpose?</b></p> <p>Over 1,000 pages to undergo manual review to confirm if the flagged potential issue needs moving to the confirmed issues list. These are mostly likely to be additional occurrences of the “Navigation” and “Search” landmark issues (UBW-A11Y-00027/28).</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Each page has a unique title that clearly describes its topic or purpose, so users know where they are and what type of content to expect.</p> <p>Given the site's nature, many page titles correspond to the titles of product page books.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Focusable elements receive focus in an order that preserves meaning and operability. When a keyboard user tabs through a page, the order goes from top to bottom and left to right, as you would read the page.

#### **2.4.4 Link Purpose (In Context)** (Level A)

Also applies to:

##### **EN 301 549 Criteria**

- 9.2.4.4 (Web)
- 10.2.4.4 (Non-web document)
- 11.2.4.4 (Open Functionality Software)
- 11.2.4.4 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

##### **Revised Section 508**

- 501 (Web) (Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Partially Supports

#### **Issue UBW-A11Y-00030: Duplicate expand/collapse sections with the same name**

17 pages for the "Welcome to ... course resources", have multiple expand/collapse sections with identical names, making it hard for users to tell them apart.

- Examples: [Mathematics](#), [Medical](#), [Civil Engineering](#), [Research Methods](#), [Politics and International Relations](#).

#### **Note – also see:**

- 4.1.2 Role, Name, Value (issue UBW-A11Y-00057).

#### **Issue UBW-A11Y-00031: Multiple "Learn more" links with identical text alternatives**

Seven pages have multiple links named "Learn more" that lead to different destinations. These are often redundant, as meaningful links to the same destination are already included in the body text.

- Examples: [Vita Foods Europe](#), [National Communication Association](#), [Biotech Week](#), [NIBF 2025](#).

#### **Issue UBW-A11Y-00032: Multiple "Find out more" links with identical text alternatives**

Three pages have multiple links named "Find out more" that lead to different destinations. These can be replaced with meaningful body text or by making the book title the link.

- Pages: [Visible Learning Books](#), [DES Pune University](#), [IIIT Hyderabad](#).

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00033: Multiple "Read now" links with identical text alternatives</b></p> <p><a href="#">Routledge welcomes NSTA members</a>: multiple links named "Read now" that lead to different destinations. These can be replaced with meaningful body text or by making the book title the link.</p> <p><b>Issue UBW-A11Y-00035: Multiple "Related subject" links with identical text alternatives</b></p> <p>Four pages have multiple "Related subject" links with identical names, such as "Optics &amp; Optoelectronics," but they lead to different search result pages.</p> <ul style="list-style-type: none"> <li>• Pages: <a href="#">British-Indian Picture Postcards</a>, <a href="#">Photonics Elements</a>, <a href="#">Silver Gelatin in the Digital Age</a>, <a href="#">Photography and Political Aesthetics</a>.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00037: Multiple "Read it here" links with identical text alternatives</b></p> <p><a href="#">Routledge Welcomes CAA Members</a> has multiple links named "Read it here" that lead to different destinations. These can be replaced with meaningful body text or by making the article title the link.</p> <p><b>Issue UBW-A11Y-00038: Multiple "Click here" links with identical text alternatives</b></p> <p><a href="#">Conference on Power, Energy, and Electrical Engineering (CPEEE 2025)</a> has multiple links named "Click here" that lead to different destinations. These links can be replaced with meaningful text in the body content or by making the event title the link.</p> <p><b>Issue UBW-A11Y-00039: Date links without year differentiation</b></p> <p>The <a href="#">Catalog downloads</a> page has multiple links for monthly periods (e.g., Dec-Jan, Feb-Mar, Apr-May) that lead to different destinations but lack year differentiation. This makes it hard for users to understand which specific time period each link refers to.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00040: Incorrect link text on book cover images</b></p> <p>Book cover images on 48 pages have incorrect or duplicate link text, making it hard to understand the purpose of the links. For example, "Money for Good Grades" is incorrectly duplicated on "Your First Year", and volume numbers are missing for "Nineteenth Century Interiors".</p> <ul style="list-style-type: none"> <li>Examples: <a href="#">Textbook catalogues</a>, <a href="#">The Hip Joint Modified Posterior Approach</a>, <a href="#">Temples of Luxury Volume I Hotels</a>, <a href="#">Advances in Solar Energy book series</a>.</li> </ul> <p><b>Issue UBW-A11Y-00041: Duplicate links in text</b></p> <p><a href="#">AI For Everything Series</a> has text which contains duplicate links where the same URL is attached to multiple parts of the same content, such as "AI for Digital Warfare." This duplication can confuse users and creates unnecessary repetition.</p> <p><b>Issue UBW-A11Y-00043: Links on the eBooks FAQ page with matching or insufficient anchor text</b></p> <p>The <a href="#">eBooks FAQ</a> page contains links with matching or insufficient anchor text, such as "here" and URL strings like "bookshelf.vitalsource.com".</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) continued</p>	Partially Supports	<p><b>Issue - UBW-A11Y-00044: Links missing text alternatives on book thumbnails</b></p> <p>Links attached to book thumbnails are missing meaningful text alternatives. Some are announced as the 13-digit ISBN number.</p> <ul style="list-style-type: none"> <li>Examples: <a href="#">Instructor Resources in Science, AI for Everything Series</a>, <a href="#">Instructor Resources in Engineering</a>.</li> </ul>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2) Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Supports	<p>The site does not rely on author-created multi-point or path-based gestures, such as swiping or pinching, or drawing.</p> <p>This does not affect gestures built into device operating systems such as iOS and Android, assistive technology, or browsers.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Supports	Functions that use a single pointer are completed when the user releases the pointer. For example, pressing a button, is triggered on mouse-up.
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Supports	Components with labels that include text or images of text, have a corresponding accessible name that begins with the text that is presented visually.

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)  Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	<p>Supports</p>	<p>There is no reliance on author-created gestures within the web content that requires device motion, like shaking or tilting, to carry out an action.</p> <p>This does not affect motion features built into device operating systems such as iOS and Android, assistive technologies, or browsers.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default language of each page is identified using a lang attribute in the HTML element (en-US).

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.1 On Focus</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p><b>Issue UBW-A11Y-00047: Keyboard focus and screen reader issues with search filters</b></p> <p>When using <a href="#">filters on Shop by category</a>, keyboard focus jumps to the top of the page after selecting a checkbox or radio button, and screen readers do not announce changes. Radio buttons automatically select when navigating, and automatically take focus back to the top of the page, making it hard for users to explore options.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>The <a href="#">Contact Us form</a> includes fields for "Support area" and "I would like more information on", users are required to select an option from the list. Once selected the form will dynamically show/hide fields based on the user's selection.</p> <p>The <a href="#">Teacher Land form</a> has two radio buttons, depending on the one selected, additional form fields appear that require completion.</p> <p>The forms changes are predictable, and relate to the user's selection. Focus remains on the button/field. Any data entered in other fields remains in place.</p> <p><b>Issue UBW-A11Y-00077: Users are not informed that their selections may change the available fields in forms</b></p> <p>In the Contact Us and Teacher Land forms, selecting certain options dynamically shows or hides additional fields that require completion. Users are not informed in advance that this will happen, which can cause confusion.</p> <p><b>Issue UBW-A11Y-00045: Links launching in new browser windows without warning</b></p> <p>Most links <a href="#">Our Products - eBooks</a> open in a new browser window without informing users beforehand. This can confuse users, especially those with disabilities.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.6 Consistent Help</a></b> (Level A 2.2 only)  <b>EN 301 549 Criteria – Does not apply</b>  <b>Revised Section 508 – Does not apply</b></p>	Supports	<p>The placement of help details and options is consistent across the site and easy to find.</p> <p>The site contains a persistent footer that includes sections for Contact Us, FAQs, Resources, and Policies. The <a href="#">Contact Us</a> section provides an online form to contact Customer Services, as well as named Editorial and Sales contacts.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Errors are automatically detected and messages are provided as text and announced for assistive devices.</p> <p><b>Issue UBW-A11Y-00078: Users can progress through the form without completing required fields</b></p> <p>In the <a href="#">eUpdates sign-up form</a>, users can move to the next page without completing required fields. When they try to submit the form on the third page, they are informed of errors on previous pages. This makes it difficult to identify and fix the errors.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 4.1.3 Status Messages (issue UBW-A11Y-00079)</li> <li>• 2.1.1 Keyboard (issue (UBW-A11Y-00082)</li> </ul> <p><b>Issue UBW-A11Y-00050: Form fields with errors lack visual indicators:</b></p> <p>The <a href="#">Customer Services support form</a> does not visually indicate which fields contain errors. While error messages appear at the top of the form, the fields themselves lack red outlines, error icons, or other visual cues. This makes it harder for users with cognitive disabilities, low vision, or those who rely on visual feedback to identify and correct errors.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Help is provided to prevent form errors – sometimes the label is enough on its own, elsewhere additional hint text or instructions are provided.</p> <p><b>Issue UBW-A11Y-00080: Dropdown fields lack visible prompts for selection guidance</b></p> <p>In the <a href="#">eUpdates sign-up form</a> and <a href="#">Teacher Land form</a>, several dropdown fields (such as, "Country/Region") lack visible prompts to guide users to select from the list. This can confuse users, as they may assume the fields are free-text inputs.</p> <p><b>Issue UBW-A11Y-00051: Required form fields lack meaningful asterisk labelling</b></p> <p>Three forms on the website use coloured asterisks (*) to mark required fields, but they do not include visible text to explain that these fields are mandatory. This can confuse users, as the presentation is inconsistent, and the purpose unclear.</p> <ul style="list-style-type: none"> <li>• Forms: <a href="#">Customer Service</a> (black asterisk), <a href="#">eupdates sign-up</a> (orange asterisk), <a href="#">Teacher Land</a> (red asterisk).</li> </ul> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 1.4.11 Non-text Contrast (issue UBW-A11Y-00048)</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.3.7 Redundant Entry</a></b> (Level A 2.2 only)  <b>EN 301 549 Criteria – Does not apply</b>  <b>Revised Section 508 – Does not apply</b></p>	Supports	Forms do not ask users to enter the same information more than once in a single session; unless the information is essential, no longer valid, or for security purposes.
<p><b><a href="#">4.1.1 Parsing</a></b> (Level A)  Applies to:</p> <ul style="list-style-type: none"> <li>• WCAG 2.0 and 2.1 – Always answer ‘Supports’</li> <li>• WCAG 2.2 (obsolete and removed) - Does not apply</li> </ul> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	<p><b>Note: this criterion has been removed from WCAG 2.2.</b> HTML and browsers have improved at handling coding errors. And, assistive technology no longer parses the code directly, but now relies on the browser to do it, making this guideline outdated. Most issues it covered will now fall under <a href="#">WCAG 1.3.1 Info and Relationships</a> or <a href="#">WCAG 4.1.2 Name, Role, Value</a> criteria.</p>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p><b>Form controls</b> are marked up so their labels, instructions, hint text, and any related controls are clearly connected in the code, not just visually.</p> <p><b>Icons</b> are marked up so their labels are clearly connected in the code, not just visually, and clearly convey their meaning.</p> <p><b>Issue UBW-A11Y-00015: ARIA attribute unsupported or prohibited - Cart and Wish List summary</b></p> <p>15 pages are using an unsupported ARIA attribute (<b>aria-label="0 item"</b>) in the Cart and Wish List summary. This causes accessibility issues for screen reader users, as the attribute is not recognised and prevents clear communication of information.</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">Student reference books collection</a>, <a href="#">Study skills collection</a>.</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issues - HTML element is deprecated or obsolete:</b></p> <p>Elements are not supported by modern HTML standards, leading to inconsistent rendering and difficulties for users relying on screen readers or other assistive tools.</p> <ul style="list-style-type: none"> <li>• <b>UBW-A11Y-00003: &lt;center&gt;</b> found on 25 pages (44 occurrences), it should be replaced with CSS (<b>text-align: center</b>) for proper layout and semantic meaning.</li> <li>• <b>UBW-A11Y-00004: &lt;big&gt;</b> found on 12 pages (44 occurrences), it should be replaced with CSS (<b>font-size</b>) for flexible and accessible text sizing.</li> <li>• <b>UBW-A11Y-00005: &lt;font&gt;</b> found on 10 pages (59 occurrences), it should be replaced with CSS for text styling (<b>font-size, colour, font-family</b>) to ensure semantic structure and accessibility.</li> </ul> <p><b>Issues UBW-A11Y-00055: Links missing a text alternative - random links requiring deletion</b></p> <p>Four pages contain links that are inaccessible or unnecessary. Some lack text alternatives, and random links, such as those attached to full stops or multiple links under one heading, need to be removed to improve navigation and usability.</p> <ul style="list-style-type: none"> <li>• Pages: <a href="#">AI for Everything Series</a>, <a href="#">EBA 2024</a>, <a href="#">Europa World</a>, <a href="#">NACE Members</a></li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00054: Links missing a text alternative - book cover thumbnails</b></p> <p>Some book cover thumbnails on five pages are linked to resources but lack text alternatives.</p> <ul style="list-style-type: none"> <li>Pages: <a href="#">Instructor Resources in Science</a>, <a href="#">Instructor Resources in Behavioural Science</a>, <a href="#">Instructor Resources in Engineering</a>, <a href="#">A Focus On Series</a>.</li> </ul> <p><b>Issue UBW-A11Y-00056: Links missing a text alternative - category images/icons</b></p> <p>Seven pages contain images or icons linked to resources, but the links lack text alternatives.</p> <ul style="list-style-type: none"> <li>Examples: <a href="#">Instructor Resources</a>, <a href="#">Vocational Education and Training</a>, <a href="#">Africa Tech Festival 2025</a>.</li> </ul> <p><b>Issue UBW-A11Y-00057: Links missing a text alternative - expand/collapse sections and decorative spacers</b></p> <p>Eleven pages contain links associated with expand/collapse section titles and decorative spacers that lack text alternatives. This makes it difficult for visitors who rely on screen readers to understand the purpose of these links.</p> <ul style="list-style-type: none"> <li>Examples: <a href="#">Education UK Textbooks</a>, <a href="#">AILA 2024</a>, <a href="#">Linguistics Textbooks</a>, <a href="#">Prufrock Language Arts Books</a>.</li> <li>Also see 2.4.4: Link Purpose (issue UBW-A11Y-00030)</li> </ul>

Criteria   WGAG 2.2 Level A	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A) continued</p>	<p>Partially Supports</p>	<p><b>Best practice issue UBW-A11Y-00019: Accessible names for icons in top navigation:</b></p> <p>The accessible names for the icons in the top navigation (My Account, Wish List, Cart, Country/Region) are currently implemented using <b>aria-label</b>. While this approach is functional, the "My Account" and "Cart" icons have been flagged as areas where accessibility could be improved by using native HTML elements instead of relying on ARIA attributes. Native elements provide better semantic meaning and are more reliably supported by assistive technologies.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 2.4.4: Link Purpose (In Context)</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>This product and service do not host live synchronised media.</p>

### **1.2.5 Audio Description (Prerecorded)**

(Level AA)

Also applies to:

#### **EN 301 549 Criteria**

- 9.1.2.5 (Web)
- 10.1.2.5 (Non-web document)
- 11.1.2.5 (Open Functionality Software)
- 11.1.2.5 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### **Revised Section 508**

- 501 (Web) (Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Does Not Support

#### **Note – also see:**

- 1.2.3. Audio Description or Media Alternative (issues UBW-A11Y-00083-85).

The video on [eBooks+](#) uses an instrumental music track over a graphical slide/webpage presentation to demonstrate the site's key features. The Key Features are provided in text on the webpage below the embedded video.

The three videos on [Librarians](#) have standard text-based transcripts available, when viewed directly in YouTube. These capture what is heard, and notice of music playing. These videos are primarily staff and customers being interviewed at a trade fair. However, the transcripts do not include the text displayed in the video that introduces content sections, or speaker names and job titles, limiting access to important structural and contextual information for users with disabilities.

The video on [Teacher Land](#) has a standard text-based transcript available that captures what is spoken. However, the transcript only captures spoken content and does not include all of the text displayed in the video, such as the learning modules shown at the end. This omission limits access to important information for users with disabilities.

#### **Issue UBW-A11Y-00087: Audio description not available for pre-recorded video content**

Audio descriptions are not provided for any pre-recorded video content across the site. While YouTube supports the inclusion of audio descriptions, this must be configured by the content author. The absence of audio descriptions impacts users with visual impairments who rely on this feature to understand visual content.

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>Content is not restricted to a single-display orientation (portrait / landscape), unless a specific display orientation is essential to how the content functions.</p> <p>When rotating a device from portrait to landscape the site mostly remains readable and usable without the use of horizontal scrolling.</p> <p><b>Issue UBW-A11Y-00058: Horizontal scrolling required on form fields - eUpdates sign-up</b></p> <p>The <a href="#">eUpdates sign-up form</a> requires horizontal scrolling in portrait view to access full form field labels, edit fields, error messages, and checklist text. This makes it difficult for users with mobility impairments or those using screen magnifiers to complete the form. Adjusting the layout to reflow into a single column, as seen in the <a href="#">Contact Customer Service form</a>, will improve accessibility and usability.</p> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 1.4.4 Resize Text (UBW-A11Y-00058).</li> <li>• 1.4.10 Reflow (UBW-A11Y-00058).</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.3.5 Identify Input Purpose</a></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>The purpose of form fields can be identified by the Google Chrome browser, so that auto-complete suggestions can be offered, making it easier to fill out forms and reduce the need for manual typing.</p> <p><b>Issue UBW-A11Y-00088: Auto-complete functionality inconsistent across browsers</b></p> <p>Auto-complete was not available in Microsoft Edge or Firefox. This inconsistency may make it harder for users with disabilities, such as those with mobility impairments or cognitive challenges, to complete forms efficiently.</p> <ul style="list-style-type: none"> <li>• Forms: <a href="#">Customer Service</a>, <a href="#">eUpdates sign-up</a>, <a href="#">Teacher Land</a>.</li> </ul>

### **1.4.3 Contrast (Minimum)** (Level AA)

Also applies to:

#### **EN 301 549 Criteria**

- 9.1.4.3 (Web)
- 10.1.4.3 (Non-web document)
- 11.1.4.3 (Open Functionality Software)
- 11.1.4.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### **Revised Section 508**

- 501 (Web) (Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Partially Supports

The visual presentation of body text and images of text mostly has a contrast ratio of at least 4.5:1.

Large-scale text and images of large-scale text have a contrast ratio of at least 3:1.

Text that is part of a logo or brand name has no minimum contrast requirement.

However, some page banners are difficult to read due to the busy visual backgrounds.

#### **Issue UBW-A11Y-00059: Request inspection copy**

Some text and buttons on the website do not have enough contrast between the text and background colours, making them hard to read for users with visual impairments or colour blindness. "Request Inspection Copy" links are the majority of occurrences.

- Example: [Welcome to the US Education Course Resource page](#)

#### **Best practices issue UBW-A11Y-00081: Colour contrast on form field error message boxes**

Error message box is grey text (15232B) against pink (FAE9E9). Ratio 13.7:1. However, the text is very small (9px/7pt), making it difficult to read - recommend increasing to at least 14px/10pt (ideally 16px/12pt).

- Forms: [eUpdates signup](#), [Teacher Land](#).

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.4 Resize text</a></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Text on a web page can be resized up to 200% without distorting the layout, without loss of content or functionality.</p> <p>This allows users who need larger text to read comfortably without the need for additional assistive tools like screen magnifiers.</p> <p>Exceptions for captions and images of text.</p> <p><b>Issue UBW-A11Y-00058: Horizontal scrolling required on form fields - eUpdates sign-up</b></p> <p>The <a href="#">eUpdates sign-up form</a> requires horizontal scrolling in portrait view to access full form field labels, edit fields, error messages, and checklist text. This makes it difficult for users with mobility impairments or those using screen magnifiers to complete the form. Adjusting the layout to reflow into a single column, as seen in the <a href="#">Contact Customer Service form</a>, will improve accessibility and usability.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.3.4 Orientation (UBW-A11Y-00058).</li> <li>• 1.4.10 Reflow (UBW-A11Y-00058).</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.5 Images of Text</a></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text is presented as actual text, rather than images of text. Images of text are only used when they are essential (such as a logo, or brand name), or when users can customise its appearance.

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.10 Reflow</a></b> (Level AA 2.1 and 2.2)  Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>Content throughout the site reflows into a single column when viewed on smaller devices. It remains responsive, readable and usable, mostly without requiring horizontal scrolling for text or controls.</p> <p>Horizontal scrolling exceptions apply to data tables, maps and diagrams.</p> <p><b>Issue UBW-A11Y-00058: Horizontal scrolling required on form fields - eUpdates sign-up</b></p> <p>The <a href="#">eUpdates sign-up form</a> requires horizontal scrolling in portrait view to access full form field labels, edit fields, error messages, and checklist text. This makes it difficult for users with mobility impairments or those using screen magnifiers to complete the form. Adjusting the layout to reflow into a single column, as seen in the <a href="#">Contact Customer Service form</a>, will improve accessibility and usability.</p> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 1.3.4 Orientation (UBW-A11Y-00058).</li> <li>• 1.4.4 Resize Text (UBW-A11Y-00058).</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2) continued</p>	Partially Supports	<p><b>Issue UBW-A11Y-00061: Burger menu focus</b></p> <p>When using high zoom settings (400% browser zoom), the burger menu can be navigated by keyboard but does not show clear visual feedback that it has expanded. Focus is not directed to the expanded menu, which is out of view, making it difficult for users to locate the menu or confirm its activation.</p>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.11 Non-text Contrast</a></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>There are occurrences across the site, where the contrast ratio for non-text elements falls below 3:1.</p> <p>Visible focus indicators are present, but sometimes have insufficient contrast against adjacent colours.</p> <p><b>Issue UBW-A11Y-00062: Focus indicator - Search field (persistent):</b></p> <p>The focus indicator for the search field does not have enough contrast to be easily visible. When interacting with the magnifier icon, the pale blue focus indicator blends into the white and grey backgrounds.</p> <p><b>Issue UBW-A11Y-00049: Interactive borders - unfocussed grey form field borders</b></p> <p>The grey borders of form fields and checkboxes on the site do not have enough contrast against the white background, making it hard for users with low vision or colour perception impairments to see the form boundaries.</p> <ul style="list-style-type: none"> <li>• Forms: <a href="#">Customer Service</a>, <a href="#">eUpdates sign-up</a>, <a href="#">Teacher Land</a>.</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00068: Interactive borders - Contact Us form error messages</b></p> <p>Error message box in the <a href="#">contact us form</a>. The pink border around the box does not have enough contrast with the background, making it hard to identify. This can make it challenging for users to notice and understand the error message.</p> <p><b>Issues UBW-A11Y-00048: Orange asterisks on eUpdates sign-up form</b></p> <p>The orange asterisks used to mark required fields in the <a href="#">eUpdates sign-up form</a> do not have enough contrast against the white background. This makes it harder for users with low vision or colour perception impairments to identify required fields.</p> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 3.3.2. Labels or Instructions (issue UBW-A11Y-00051).</li> </ul>

<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2) continued</p>	<p>Partially Supports</p>	<p><b>Issue UBW-A11Y-00063: Focus indicator - Sale banner</b></p> <p>The black focus indicator on the sale banner does not have enough contrast against the red background colours, making it hard for users to see where the focus is.</p> <p><b>Issue UBW-A11Y-00064: Focus indicator - Pale blue used across site</b></p> <p>The pale blue focus indicator used across the site for elements like "View all," book navigation, and expand/collapse sections does not have enough contrast against the white background. The contrast ratios range from 1.21:1 to 1.4:1, making it hard for users to see where the focus is.</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">Homepage</a>, <a href="#">Sick Enough – a guide to the medical complications of eating disorders</a>, <a href="#">Sustainability Principles and Practice</a>, <a href="#">Customer Service</a>.</li> </ul> <p><b>Issue UBW-A11Y-00065: Focus indicator - video content</b></p> <p>The pale blue focus indicator on the embedded video content does not have enough contrast against the background, making it hard for users to see. Additionally, there are two Tab stops with no visible focus, making navigation difficult for keyboard users.</p> <ul style="list-style-type: none"> <li>• Pages: <a href="#">eBooks+ videos</a>, <a href="#">Librarians videos</a>.</li> </ul> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 2.4.7 Focus Visible (issue UBW-A11Y-00065)</li> </ul>
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Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.12 Text Spacing</a></b> (Level AA 2.1 and 2.2)  Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	<p>Supports</p>	<p>Users can increase letter, word, line, and paragraph spacing without cutting off content or breaking functionality. Ensuring users can make the text more readable while keeping the original page design and layout intact.</p> <p>The following are all supported for text throughout the website:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.13 Content on Hover or Focus</a></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>There are no specific timings to complete individual keystrokes.</p> <p><b>Issue UBW-A11Y-00020: Icon tooltips do not appear on keyboard focus</b></p> <p>The icons in the top navigation (My Account, Wish List, Cart, Country/Region) and the cart page rely on tooltips to explain their purpose. However, these tooltips are not accessible to all users. Persistent visible text labels are missing, tooltips do not appear on keyboard focus, and they disappear as soon as the mouse moves away. Additionally, tooltips are inaccessible in the cart modal. These issues create challenges for users relying on keyboard navigation, assistive technologies, or those with cognitive disabilities. Tooltips must remain visible when hovered over, be accessible via keyboard focus, and appear consistently for all users.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.3.3 Sensory characteristics (issue UBW-A11Y-00020).</li> <li>• 2.1.1 Keyboard (issue UBW-A11Y-00020).</li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<p>Header navigation is not the only way to get around a website; there are other ways, such as on-page links, breadcrumbs, a site-wide search, and consistent footer links.</p>

<p><b><a href="#">2.4.6 Headings and Labels</a></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Headings are descriptive and effectively summarise sections of content.</p> <p>Form labels clearly describe what information is required.</p> <p>Buttons inform the user what will happen when they're pressed.</p> <p><b>Best practice issue UBW-A11Y-00070: Content missing after heading - Headings 2, 3 and 6 without copy below them</b></p> <p>On 51 pages, headings at levels 2, 3, and 6 are missing content below them. This makes it hard for users to understand the structure and flow of the page. Headings should always be followed by relevant content to explain or expand on the topic. Missing content can confuse users, especially those relying on assistive technologies, and disrupt their experience.</p> <ul style="list-style-type: none"> <li>• Examples: <a href="#">ANZ Professional Sales</a>, <a href="#">Virtual Bookfair UGM</a>, <a href="#">INFORMS</a>, <a href="#">ACMME 2024</a>.</li> </ul> <p><b>Best practice issue UBW-A11Y-00071: Content missing after heading - Two heading 1's on the page</b></p> <p><a href="#">Prufrock Press Books meet national standards</a> has two Heading 1 (H1) elements, which can confuse users about the page's structure and purpose. Each page should have only one H1 to represent the main title, with other headings (e.g., H2, H3) used for sub-sections.</p>
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Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Mostly, there is visible keyboard focus styling to indicate which element you're currently focused on.</p> <p>This may take different forms, such as to visually change the button, place a cursor bar in the text field, or outline the element.</p> <p><b>Issue UBW-A11Y-00065: Focus indicator - video content</b></p> <p>The pale blue focus indicator on the embedded video content does not have enough contrast against the background, making it hard for users with vision impairments to see. Additionally, there are two Tab stops with no visible focus, making navigation difficult for keyboard users. This reduces the accessibility of the video content.</p> <p><b>Note - also see:</b></p> <ul style="list-style-type: none"> <li>• 1.4.11 Non-text Contrast (issue UBW-A11Y-00065).</li> </ul> <p><b>Issue UBW-A11Y-00066: Focus indicator visible - Cart</b></p> <p>In the Cart interface, there is a missing focus indicator for a Tab stop between the book title and the author. This makes it difficult for users relying on keyboard navigation, to identify their current position.</p>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)  <b>EN 301 549 Criteria – Does not apply</b>  <b>Revised Section 508 – Does not apply</b></p>	Supports	When a component receives keyboard focus it is always at least partially visible in the user’s browser window. It is never completely hidden behind other content such as sticky headers, footers, pop-ups or other modals.
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)  <b>EN 301 549 Criteria – Does not apply</b>  <b>Revised Section 508 – Does not apply</b></p>	Not Applicable	This website does not contain any user interface components that required dragging movements.
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)  <b>EN 301 549 Criteria – Does not apply</b>  <b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>Clickable elements, such as buttons, links, and icons, across the site mostly meet the minimum 24 × 24 pixels in size. Interactive elements in line with text, such as sentences or paragraphs, are an exception, since the line height limits the size.</p> <p><b>Issue UBW-A11Y-00073: Interactive element does not meet minimum size nor spacing</b>  <a href="#">CELL BIO 2025</a> has some interactive elements which are too small or too close together.</p>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.1.2 Language of Parts</a></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p><b>Issue UBW-A11Y-00074: Language attribution missing for multilingual content in HTML</b></p> <p>Pages are set to English (lang="en") in the HTML, but parts of the page contain content in other languages without proper language attribution. This can make it difficult for screen readers and assistive technologies to interpret and pronounce the text correctly, causing confusion for users with disabilities.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">La adquisición del lenguaje desde un enfoque funcionalista</a></li> <li>• <a href="#">Manual de fonética e fonologia da língua portuguesa</a></li> <li>• <a href="#">L'Essor de la politique spatiale français dans le contexte international</a></li> <li>• <a href="#">Jiuta Sōkyoku Lyrics and Explanations</a></li> </ul>

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.3 Consistent Navigation</a></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Navigation is consistent from page to page, ensuring familiar features like menus, search bars, and skip-to-content buttons stay in the same place as users visit different pages across the site.

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.4 Consistent Identification</a></b> (Level AA)  Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Supports	<p>Components that have the same functionality are mostly identified consistently throughout the website (they always look and work the same).</p> <p><b>Issue UBW-A11Y-0089: Inconsistent form presentation across the site</b></p> <p>Forms across the site are inconsistent in design, with variations in colours, field layouts, error message presentation, and field names. These inconsistencies can confuse users and make forms harder to use, especially for people with cognitive disabilities. A re-work is needed to make forms consistent and enhance accessibility.</p> <ul style="list-style-type: none"> <li>• Forms: <a href="#">Customer Service</a>, <a href="#">eupdates signup</a>, <a href="#">Teacher Land</a>.</li> </ul>

### **3.3.3 Error Suggestion** (Level AA)

Also applies to:

#### **EN 301 549 Criteria**

- 9.3.3.3 (Web)
- 10.3.3.3 (Non-web document)
- 11.3.3.3 (Open Functionality Software)
- 11.3.3.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### **Revised Section 508**

- 501 (Web) (Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

Helpful suggestions are provided to help users correct errors, and identify required fields that were not completed. This helps prevent incorrect data being submitted, users abandoning the form due to confusion and frustration about the information/format required. Where providing an error suggestion would compromise security, this is exempt.

#### Contact us form

- Error messages are displayed after the form is submitted.
- A message box appears above the form fields, listing all errors.
- Each error includes a link that directs the user's keyboard focus to the relevant field for correction.

#### eUpdates sign-up form

- Error messages appear immediately after the user exits a field, indicating if it is a "required field."
- For email address errors, a prompt such as "Invalid email format" is displayed to guide users in entering the correct format.

#### Teacher Land form

- Error messages appear immediately after the user exits a field, indicating if it is a "required field."
- For email address errors, a prompt such as "Invalid email format" is displayed.
- Upon submitting the form, all errors are confirmed and listed together in a message box above the form fields.
- Each error includes a link that directs the user's keyboard focus to the relevant field for correction.

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508</b></p> <ul style="list-style-type: none"> <li>• 501 (Web) (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Important forms like a legal agreement or submitting financial information offer the opportunity to check the information entered before submission.
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> <p><b>EN 301 549 Criteria – Does not apply</b></p> <p><b>Revised Section 508 – Does not apply</b></p>	Supports	Authentication is possible without cognitive challenges.

Criteria   WCAG 2.2 Level AA	Conformance Level	Remarks and Explanations
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>Revised Section 508 – Does not apply</b></p>	Partially Supports	<p>Status messages like form errors, success pop-ups, progress updates, and cookie policy acceptance, are mostly communicated to assistive technologies (such as being announced by a screen reader).</p> <p><b>Issue UBW-A11Y-00079: Errors are not announced to screen reader users upon leaving incorrectly completed fields</b></p> <p>In the <a href="#">eUpdates sign-up form</a> and <a href="#">Teacher Land form</a>, errors are not announced to screen reader users when they leave an incorrectly completed field. This makes it difficult for users with visual impairments to identify and fix mistakes, creating a frustrating experience.</p> <p><b>Note – also see:</b></p> <ul style="list-style-type: none"> <li>• 3.3.1 Error identification (issue UBW-A11Y-00078).</li> </ul>

Table 3: Success Criteria, Level AAA

Notes: Not evaluated for WCAG 2.0, 2.1, or 2.2 Level AAA conformance.

# Revised Section 508 Report

Notes: n/a

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

Notes: See Tables 1 and 2 for details on how each of the below criteria are met via WCAG standards.

Criteria   Section 508 Chapter 3	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision</b> Where a visual mode of operation is provided, there is at least one mode of operation that does not require user vision.	Partially Supports	There are issues that make some areas of the site difficult to be perceived, operated, and understood by users without vision.  Issues: <ul style="list-style-type: none"><li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.1, 2.4.4, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li></ul>
<b>302.2 With Limited Vision</b> Where a visual mode of operation is provided, there is at least one mode of operation that enables users to make use of limited vision.	Partially Supports	There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited vision.  Issues: <ul style="list-style-type: none"><li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 1.4.3, 1.4.4, 2.1.1, 2.1.2, 2.4.1, 2.4.4, 2.4.7, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li></ul>

Criteria   Section 508 Chapter 3	Conformance Level	Remarks and Explanations
<p><b>302.3 Without Perception of Colour</b></p> <p>Where a visual mode of operation is provided, there is at least one visual mode of operation that does not require user perception of colour.</p>	Partially Supports	<p>The site can mostly be perceived, operated, and understood, by users without perception of colour.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.4.3.</li> </ul>
<p><b>302.4 Without Hearing</b></p> <p>Where there is an audible mode of operation, there is at least one mode of operation that does not require user hearing.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users without hearing.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.3.3, 3.1.2.</li> </ul>
<p><b>302.5 With Limited Hearing</b></p> <p>Where there is an audible mode of operation, there is at least one mode of operation that enables uses to make use of limited hearing.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited hearing.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.3.3, 3.1.2.</li> </ul>
<p><b>302.6 Without Speech</b></p> <p>Where speech is used for input, control, or operation, there is at least one mode of operation that does not require user speech.</p>	Supports	<p>The site can be perceived, operated, and understood, by users without speech. No areas of the site require input by speech.</p>

Criteria   Section 508 Chapter 3	Conformance Level	Remarks and Explanations
<p><b>302.7 With Limited Manipulation</b></p> <p>Where a manual mode of operation is provided, there is at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited manipulation.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.2.1, 3.2.4, 4.1.2.</li> </ul>
<p><b>302.8 With Limited Reach and Strength</b></p> <p>Where a manual mode of operation is provided, there is at least one mode of operation that is operable with limited reach and limited strength.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited reach and strength.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.2.1, 3.2.4, 4.1.2.</li> </ul>
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities</b></p> <p>There are features that make the site simpler and easier to use by individuals with limited cognitive, language, and learning abilities.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited cognitive, language, and learning abilities.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li> </ul>

## Chapter 4: [Hardware](#)

Notes: Not applicable. This is a website and does not include hardware to evaluate.

## Chapter 5: [Software](#)

Notes: Not applicable. This is a website and does not include software to evaluate.

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

Notes: n/a

Criteria   Section 508 Chapter 6	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features</b> Documentation lists and explains how to use the accessibility and compatibility features; includes guidance for features that are built-in features, and compatible with assistive technologies.	Supports	<a href="#">Accessibility Statement</a>  <a href="#">Frequently Asked Questions</a>
<b>602.3 Electronic Support Documentation</b>	See <a href="#">WCAG 2.2</a> section	<a href="#">See information in WCAG 2.2 section</a>

Criteria   Section 508 Chapter 6	Conformance Level	Remarks and Explanations
Documentation in electronic format, including web-based self-service support, meets WCAG A and AA criteria.		
<p><b>602.4 Alternate Formats for Non-Electronic Support Documentation</b></p> <p>Where support documentation is only provided in non-electronic formats, alternative formats are provided upon request.</p>	Supports	<a href="#">Contact Customer Services</a>
<p><b><a href="#">603 Support Services</a></b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>603.2 Information on Accessibility and Compatibility Features</b></p> <p>Support services include information on the accessibility and compatibility features required by 602.2.</p>	Supports	<a href="#">Accessibility Statement</a>  <a href="#">Frequently Asked Questions</a>
<p><b>603.3 Accommodation of Communication Needs</b></p> <p>There is a clear communication method for users, and those with communication needs will have these accommodated by the support services.</p>	Supports	The placement of help details and options is consistent across the site and easy to find. The site contains a persistent footer that includes sections for Contact Us, FAQs, Resources, and Policies. The Contact Us section provides an online form to contact Customer Services, as well as named Editorial and Sales contacts.

# EN 301 549 Report

Notes: n/a

## Chapter 4: Functional Performance Statements (FPS)

Notes: See Tables 1 and 2 for details on how each of the below criteria are met via WCAG standards.

Criteria   EN 301 549 Chapter 4	Conformance Level	Remarks and Explanations
<b>4.2.1 Usage without vision</b> Where a visual mode of operation is provided, there is at least one mode of operation that does not require user vision.	Partially Supports	There are issues that make some areas of the site difficult to be perceived, operated, and understood by users without vision.  Issues: <ul style="list-style-type: none"><li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.1, 2.4.4, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li></ul>
<b>4.2.2 Usage with limited vision</b> Where a visual mode of operation is provided, there is at least one mode of operation that enables users to make use of limited vision.	Partially Supports	There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited vision.  Issues: <ul style="list-style-type: none"><li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 1.4.3, 1.4.4, 2.1.1, 2.1.2, 2.4.1, 2.4.4, 2.4.7, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li></ul>

Criteria   EN 301 549 Chapter 4	Conformance Level	Remarks and Explanations
<p><b>4.2.3 Usage without perception of colour</b></p> <p>Where a visual mode of operation is provided, there is at least one visual mode of operation that does not require user perception of colour.</p>	Partially Supports	<p>The site can mostly be perceived, operated, and understood, by users without perception of colour.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.4.3.</li> </ul>
<p><b>4.2.4 Usage without hearing</b></p> <p>Where there is an audible mode of operation, there is at least one mode of operation that does not require user hearing.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users without hearing.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.3.3, 3.1.2.</li> </ul>
<p><b>4.2.5 Usage with limited hearing</b></p> <p>Where there is an audible mode of operation, there is at least one mode of operation that enables uses to make use of limited hearing.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited hearing.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.3.3, 3.1.2.</li> </ul>

Criteria   EN 301 549 Chapter 4	Conformance Level	Remarks and Explanations
<p><b>4.2.6 Usage with no or limited vocal capability</b></p> <p>Where speech or other vocal prompt is used for input, control, or operation, there is at least one mode of operation that does not require user speech.</p>	Supports	The site can be perceived, operated, and understood, by users no or limited vocal capability. No areas of the site require input by speech or sound.
<p><b>4.2.7 Usage with limited manipulation or strength</b></p> <p>Where a manual mode of operation is provided, there is at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited manipulation or strength.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.2.1, 3.2.4, 4.1.2.</li> </ul>
<p><b>4.2.8 Usage with limited reach</b></p> <p>Where a manual mode of operation is provided, there is at least one mode of operation that is operable with limited reach and limited strength.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited reach.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.2.1, 3.2.4, 4.1.2.</li> </ul>

Criteria   EN 301 549 Chapter 4	Conformance Level	Remarks and Explanations
<p><b>4.2.9 Minimize photosensitive seizure triggers</b></p> <p>Where there are visual modes of operation, there is at least one mode of operation that minimizes the potential for triggering photosensitive seizures.</p>	Not Applicable	There is no flashing content on the site.
<p><b>4.2.10 Usage with limited cognition, language or learning</b></p> <p>There are features that make the site simpler and easier to use by individuals with limited cognitive, language, and learning abilities.</p>	Partially Supports	<p>There are issues that make some areas of the site difficult to be perceived, operated, and understood by users with limited cognition, language, or learning.</p> <p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.3, 2.1.1, 2.2.2, 2.4.1, 2.4.4, 2.4.7, 3.1.2, 3.2.1, 3.2.2, 3.2.4, 4.1.2.</li> </ul>
<p><b>4.2.11 Privacy</b></p> <p>The privacy of users is maintained when using accessibility features, and to the same level of privacy experienced by other users.</p>	Supports	Important forms like a legal agreement or submitting financial information offer the opportunity to check the information entered before sending.

## Chapter 5: [Generic Requirements](#)

Notes: Not applicable. Web requirements are evaluated in Chapter 9.

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

Notes: Not applicable. Does not have two-way voice communication capabilities.

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

Notes: See Tables 1 and 2 for details on how each of the below criteria are met via WCAG standards.

<b>Criteria   EN 301 549 Chapter 7</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
<b>7.1.1 Captioning playback</b> Where videos have synchronized audio, they are able to display captions. Where closed captions are provided, the user is able to choose to display these.	Supports	Captions are provided for all prerecorded audio content. Where audio is a media alternative for text, it is clearly labelled as such.
<b>7.1.2 Captioning synchronization</b> The mechanism to display captions preserves synchronization between the audio and the corresponding captions as follows.	Supports	Captions are provided within 100 milliseconds of the time stamp. This product and service do not host live synchronised media.
<b>7.1.3 Preservation of captioning</b> Where video with synchronized audio is transmitted, converted or recorded, the caption data is preserved to ensure it can be displayed as per 7.1.1 and 7.1.2.	Supports	As per 7.1.1 and 7.1.2.

Criteria   EN 301 549 Chapter 7	Conformance Level	Remarks and Explanations
<p><b>7.1.4 Captions characteristics</b></p> <p>The user can adapt the displayed characteristics of captions to their individual requirements, except where the captions are displayed as unmodifiable characters.</p>	Supports	For videos viewed in YouTube, the display options for captions can be changed by the user to meet their individual requirements.
<p><b>7.1.5 Spoken subtitles</b></p> <p>Video with synchronized audio, has a mode of operation to provide a spoken output of the captions.</p>	Partially Supports	<p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.2.1, 1.2.3, 1.2.5.</li> </ul>
<p><b>7.2.1 Audio description playback</b></p> <p>Video with synchronized audio, has a mechanism to select and play available audio description to the default audio channel.</p> <p>Where technologies do not have explicit and separate mechanisms for audio description, users can select and play several audio tracks.</p>	Partially Supports	<p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.2.1, 1.2.3, 1.2.5.</li> </ul>
<p><b>7.2.2 Audio description synchronization</b></p> <p>Synchronization between the audio/visual content and the corresponding audio description is preserved.</p>	Partially Supports	<p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.2.1, 1.2.3, 1.2.5.</li> </ul>

Criteria   EN 301 549 Chapter 7	Conformance Level	Remarks and Explanations
<p><b>7.2.3 Preservation of audio description</b></p> <p>Where video with synchronized audio is transmitted, converted or recorded, the audio description data is preserved to ensure it can be played as per 7.2.1 and 7.2.2.</p>	Partially Supports	As per 7.2.1 and 7.2.2.
<p><b>7.3 User controls for captions and audio description</b></p> <p>Videos with associated audio content, have user controls to activate subtitling and audio description.</p>	Partially Supports	<p>Issues:</p> <ul style="list-style-type: none"> <li>Refer to the WCAG table entries for 1.2.1, 1.2.3, 1.2.5.</li> </ul>

## [Chapter 8: Hardware](#)

Notes: Not applicable. This website does not include hardware to evaluate.

## [Chapter 9: Web \(see WCAG 2.2 section\)](#)

Notes: This chapter is covered by Tables 1 and 2 in the WCAG 2.2 section.

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

Notes: Not evaluated. For information on supplement materials review the Accessibility Statement.

## [Chapter 11: Software](#)

Notes: Not applicable. This website does not include software to evaluate.

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

Notes: n/a

Criteria   EN 301 549 Chapter 12	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
<p><b>12.1.1 Accessibility and compatibility features</b></p> <p>Documentation lists and explains how to use the accessibility and compatibility features; includes guidance for features that are built-in features, and compatible with assistive technologies.</p>	Supports	<p><a href="#">Accessibility Statement</a></p> <p><a href="#">Frequently Asked Questions</a></p>
<p><b>12.1.2 Accessible documentation</b></p> <p>Product documentation is available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> <li>• a Web format that conforms to the requirements (as per Clause 9)</li> <li>• a non-web format (as per Clause 10).</li> </ul>	See <a href="#">WCAG 2.2</a> section	<a href="#">See information in WCAG 2.2 section</a>
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
<p><b>12.2.2 Information on accessibility and compatibility features</b></p> <p>Information on the accessibility and compatibility features are provided.</p>	Supports	<p><a href="#">Accessibility Statement</a></p> <p><a href="#">Frequently Asked Questions</a></p>

Criteria   EN 301 549 Chapter 12	Conformance Level	Remarks and Explanations
<p><b>12.2.3 Effective communication</b></p> <p>Support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	Supports	The placement of help details and options is consistent across the site and easy to find. The site contains a persistent footer that includes sections for Contact Us, FAQs, Resources, and Policies. The Contact Us section provides an online form to contact Customer Services, as well as named Editorial and Sales contacts.
<p><b>12.2.4 Accessible documentation</b></p> <p>Documentation provided by support services is available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> <li>• a Web format that conforms to the requirements (as per Clause 9)</li> <li>• a non-web format (as per Clause 10).</li> </ul>	See <a href="#">WCAG 2.2</a> section	<a href="#">See information in WCAG 2.2 section</a>

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

Notes: Not applicable. Does not provide relay or emergency service access.

## Legal Disclaimer (Taylor & Francis)

The Accessibility Conformance Report (ACR) is a self-assessment document which discloses how accessible Information and Communication Technology products are in accordance with global standards.

The Voluntary Product Accessibility Template utilized to generate this ACR, does not guarantee product accessibility but provides transparency around the product(s) and enables direction when accessing accessibility requirements.

Taylor & Francis has chosen to complete the ACR using the international version of the VPAT, which encompasses Section 508 (US), EN 301 549 (EU), and WCAG2.2 for its products.

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