



Accessibility requirements suitable for public procurement of ICT products and services

*This Standard is an identical adoption of EN 301 549 V1.1.2 (2015-04).
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This Australian Standard® was prepared by Committee IT-040, ICT Accessibility. It was approved on behalf of the Council of Standards Australia on 14 December 2016. This Standard was published on 23 December 2016.

The following are represented on Committee IT-040:

- Australian Communications Consumer Action Network
 - Australian Information Industry Association
 - Consumers Federation of Australia
 - Department of Finance
 - Rights and Inclusion Australia
 - University of Wollongong
 - Vision Australia Foundation
-

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Australian Standard®

**Accessibility requirements suitable for
public procurement of ICT products and
services**

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PREFACE

This Standard was adopted by the Standards Australia Committee IT-040, ICT Accessibility.

This Standard is identical with, and has been reproduced from EN 301 549 V1.1.2 (2015-04), *Accessibility requirements suitable for public procurement of ICT products and services in Europe*.

This Standard has been developed through the direct text adoption of the European Standard EN 301 549, *Accessibility requirements suitable for public procurement of ICT products and services in Europe*. EN 301 549 was produced by ETSI Technical Committee, Human Factors (HF), and the eAccessibility Joint Working Group of CEN/CENELEC/ETSI. It was first published in January 2014.

Under the auspices of Standards Australia, a broad alliance of stakeholders, led by the Australian Government Department of Finance and the Australian Communications Consumer Action Network (ACCAN), undertook to adopt the EN 301 549 as an Australian Standard. This new Australian Standard is to be used as guidance for all levels of government when determining technical specifications for the procurement of accessible ICT products and services.

The Commonwealth Procurement Rules (Section 10.9) direct procurers to base technical specifications on recognized International Standards when they exist and are applicable to the goods or services being procured. In the absence of an International Standard for the public procurement of accessible ICT, the Australian Standard will provide guidance on prescribing technical specifications when the Commonwealth procures ICT goods and services. State, territory and local governments will also be able to make use of this document.

This Standard has been developed so that it can also be used as guidance for private sector procurement of accessible ICT products and services.

As this Standard is reproduced from a European Standard, the following applies:

- (a) In the source text 'the present document' should read 'this Australian Standard'.
- (b) A full point substitutes for a comma when referring to a decimal marker.
- (c) In the first sentence of Clause 1, Scope, 'public procurement in Europe' should read 'public procurement in Australia'.

Contents

Contents	3
Intellectual Property Rights	15
Foreword	15
Modal verbs terminology	15
Introduction	15
1 Scope	16
2 References	16
2.1 Normative references	16
2.2 Informative references	17
3 Definitions and abbreviations	18
3.1 Definitions	18
3.2 Abbreviations	21
4 Functional performance	21
4.1 Meeting functional performance statements	21
4.2 Functional performance statements	22
4.2.1 Usage without vision	22
4.2.2 Usage with limited vision	22
4.2.3 Usage without perception of colour	22
4.2.4 Usage without hearing	22
4.2.5 Usage with limited hearing	22
4.2.6 Usage without vocal capability	22
4.2.7 Usage with limited manipulation or strength	23
4.2.8 Usage with limited reach	23
4.2.9 Minimize photosensitive seizure triggers	23
4.2.10 Usage with limited cognition	23
4.2.11 Privacy	23
5 Generic requirements	23
5.1 Closed functionality	23
5.1.1 Introduction (Informative)	23
5.1.2 General	24
5.1.2.1 Closed functionality	24
5.1.2.2 Assistive technology	24
5.1.3 Non-visual access	24
5.1.3.1 General	24
5.1.3.2 Auditory output delivery including speech	24
5.1.3.3 Auditory output correlation	24
5.1.3.4 Speech output user control	25
5.1.3.5 Speech output automatic interruption	25
5.1.3.6 Speech output for non-text content	25
5.1.3.7 Speech output for video information	25
5.1.3.8 Masked entry	25
5.1.3.9 Private access to personal data	25
5.1.3.10 Non-interfering audio output	26
5.1.3.11 Private listening volume	26
5.1.3.12 Speaker volume	26
5.1.3.13 Volume reset	26
5.1.3.14 Spoken languages	26
5.1.3.15 Non-visual error identification	26
5.1.3.16 Receipts, tickets, and transactional outputs	26
5.1.4 Functionality closed to text enlargement	26
5.1.5 Visual output for auditory information	27
5.1.6 Operation without keyboard interface	27
5.1.6.1 Closed functionality	27

5.1.6.2	Input focus	27
5.2	Activation of accessibility features	27
5.3	Biometrics	27
5.4	Preservation of accessibility information during conversion	27
5.5	Operable parts	27
5.5.1	Means of operation	27
5.5.2	Operable parts discernibility	28
5.6	Locking or toggle controls	28
5.6.1	Tactile or auditory status	28
5.6.2	Visual status	28
5.7	Key repeat	28
5.8	Double-strike key acceptance	28
5.9	Simultaneous user actions	28
6	ICT with two-way voice communication	28
6.1	Audio bandwidth for speech (informative recommendation)	28
6.2	Real-time text (RTT) functionality	29
6.2.1	RTT provision	29
6.2.1.1	RTT communication	29
6.2.1.2	Concurrent voice and text	29
6.2.2	Display of Real-time Text	29
6.2.2.1	Visually distinguishable display	29
6.2.2.2	Programmatically determinable send and receive direction	29
6.2.3	Interoperability	29
6.2.4	Real-time text responsiveness	30
6.3	Caller ID	30
6.4	Alternatives to voice-based services	30
6.5	Video communication	30
6.5.1	General (informative)	30
6.5.2	Resolution	30
6.5.3	Frame rate	30
6.5.4	Synchronization between audio and video	31
6.6	Alternatives to video-based services	31
7	ICT with video capabilities	31
7.1	Caption processing technology	31
7.1.1	Captioning playback	31
7.1.2	Captioning synchronization	31
7.1.3	Preservation of captioning	31
7.2	Audio description technology	31
7.2.1	Audio description playback	31
7.2.2	Audio description synchronization	32
7.2.3	Preservation of audio description	32
7.3	User controls for captions and audio description	32
8	Hardware	32
8.1	General	32
8.1.1	Generic requirements	32
8.1.2	Standard connections	32
8.1.3	Colour	32
8.2	Hardware products with speech output	33
8.2.1	Speech volume gain	33
8.2.1.1	Speech volume range	33
8.2.1.2	Incremental volume control	33
8.2.2	Magnetic coupling	33
8.2.2.1	Fixed-line devices	33
8.2.2.2	Wireless communication devices	33
8.3	Physical access to ICT	33
8.3.1	General (informative)	33
8.3.2	Clear floor or ground space	34
8.3.2.1	Change in level	34
8.3.2.2	Clear floor or ground space	34
8.3.2.3	Approach	34

8.3.2.3.1	General.....	34
8.3.2.3.2	Forward approach	34
8.3.2.3.3	Parallel approach.....	35
8.3.2.4	Knee and toe clearance width	35
8.3.2.5	Toe clearance.....	35
8.3.2.6	Knee clearance.....	36
8.3.3	Reach range for ICT.....	36
8.3.3.1	Forward reach.....	36
8.3.3.1.1	Unobstructed high forward reach.....	36
8.3.3.1.2	Unobstructed low forward reach.....	36
8.3.3.1.3	Obstructed reach	37
8.3.3.2	Side reach	37
8.3.3.2.1	Unobstructed high side reach.....	37
8.3.3.2.2	Unobstructed low side reach	37
8.3.3.2.3	Obstructed side reach.....	38
8.3.4	Visibility.....	38
8.3.5	Installation instructions	38
8.4	Mechanically operable parts	38
8.4.1	Numeric keys	38
8.4.2	Operation of mechanical parts.....	38
8.4.2.1	Means of operation of mechanical parts	38
8.4.2.2	Force of operation of mechanical parts	39
8.4.3	Keys, tickets and fare cards.....	39
8.5	Tactile indication of speech mode	39
9	Web	39
9.1	General (informative)	39
9.2	Web content requirements	40
9.2.1	Non-text content.....	40
9.2.2	Audio-only and video-only (pre-recorded)	40
9.2.3	Captions (pre-recorded)	40
9.2.4	Audio description or media alternative (pre-recorded)	40
9.2.5	Captions (live).....	40
9.2.6	Audio description (pre-recorded).....	40
9.2.7	Info and relationships.....	40
9.2.8	Meaningful sequence	40
9.2.9	Sensory characteristics	40
9.2.10	Use of colour	40
9.2.11	Audio control	40
9.2.12	Contrast (minimum).....	40
9.2.13	Resize text.....	40
9.2.14	Images of text.....	40
9.2.15	Keyboard.....	41
9.2.16	No keyboard trap.....	41
9.2.17	Timing adjustable.....	41
9.2.18	Pause, stop, hide.....	41
9.2.19	Three flashes or below threshold.....	41
9.2.20	Bypass blocks.....	41
9.2.21	Page titled.....	41
9.2.22	Focus Order.....	41
9.2.23	Link purpose (in context)	41
9.2.24	Multiple ways.....	41
9.2.25	Headings and labels.....	41
9.2.26	Focus visible	41
9.2.27	Language of page	41
9.2.28	Language of parts	41
9.2.29	On focus	41
9.2.30	On input.....	42
9.2.31	Consistent navigation	42
9.2.32	Consistent identification.....	42
9.2.33	Error identification	42
9.2.34	Labels or instructions	42

9.2.35	Error suggestion	42
9.2.36	Error prevention (legal, financial, data)	42
9.2.37	Parsing.....	42
9.2.38	Name, role, value	42
9.3	WCAG 2.0 conformance requirements.....	42
10	Non-web documents.....	43
10.1	General (informative)	43
10.2	Document success criteria	43
10.2.1	Non-text content.....	43
10.2.2	Audio-only and video-only (pre-recorded)	44
10.2.3	Captions (pre-recorded)	44
10.2.4	Audio description or media alternative (pre-recorded)	44
10.2.5	Captions (live).....	45
10.2.6	Audio description (pre-recorded)	45
10.2.7	Info and relationships	45
10.2.8	Meaningful sequence	45
10.2.9	Sensory characteristics	45
10.2.10	Use of colour	46
10.2.11	Audio control	46
10.2.12	Contrast (minimum)	46
10.2.13	Resize text.....	46
10.2.14	Images of text.....	47
10.2.15	Keyboard.....	47
10.2.16	No keyboard trap.....	47
10.2.17	Timing adjustable.....	48
10.2.18	Pause, stop, hide.....	48
10.2.19	Three flashes or below threshold.....	49
10.2.20	Empty clause	49
10.2.21	Document titled.....	49
10.2.22	Focus order.....	49
10.2.23	Link purpose (in context)	49
10.2.24	Empty clause	49
10.2.25	Headings and labels.....	50
10.2.26	Focus visible	50
10.2.27	Language of document.....	50
10.2.28	Language of parts	50
10.2.29	On focus	51
10.2.30	On input.....	51
10.2.31	Empty clause	51
10.2.32	Empty clause	51
10.2.33	Error identification	51
10.2.34	Labels or instructions	51
10.2.35	Error suggestion	52
10.2.36	Error prevention (legal, financial, data)	52
10.2.37	Parsing.....	52
10.2.38	Name, role, value	53
10.2.39	Caption positioning	53
10.2.40	Audio description timing.....	53
11	Software	53
11.1	General (informative)	53
11.2	Non-Web software success criteria.....	53
11.2.1	Non-Web software success criteria (excluding closed functionality)	54
11.2.1.1	Non-text content (screen reading supported).....	54
11.2.1.2	Audio-only and video-only (pre-recorded).....	55
11.2.1.3	Captions (pre-recorded).....	55
11.2.1.4	Audio description or media alternative (pre-recorded).....	55
11.2.1.5	Captions (live)	56
11.2.1.6	Audio description (pre-recorded)	56
11.2.1.7	Info and relationships	56
11.2.1.8	Meaningful sequence.....	56

11.2.1.9	Sensory characteristics	57
11.2.1.10	Use of colour	57
11.2.1.11	Audio control	57
11.2.1.12	Contrast (minimum)	57
11.2.1.13	Resize text	58
11.2.1.14	Images of text	58
11.2.1.15	Keyboard	58
11.2.1.16	No keyboard trap	59
11.2.1.17	Timing adjustable	59
11.2.1.18	Pause, stop, hide	60
11.2.1.19	Three flashes or below threshold	60
11.2.1.20	Empty clause	60
11.2.1.21	Empty clause	60
11.2.1.22	Focus order	61
11.2.1.23	Link purpose (in context)	61
11.2.1.24	Empty clause	61
11.2.1.25	Headings and labels	61
11.2.1.26	Focus visible	61
11.2.1.27	Language of software	62
11.2.1.28	Empty clause	62
11.2.1.29	On focus	62
11.2.1.30	On input	62
11.2.1.31	Empty clause	62
11.2.1.32	Empty clause	62
11.2.1.33	Error identification	63
11.2.1.34	Labels or instructions	63
11.2.1.35	Error suggestion	63
11.2.1.36	Error prevention (legal, financial, data)	63
11.2.1.37	Parsing	64
11.2.1.38	Name, role, value	64
11.2.2	Non-Web software requirements (closed functionality)	65
11.2.2.1	Non-text content	65
11.2.2.2	Audio-only and video-only (pre-recorded)	65
11.2.2.2.1	Pre-recorded audio-only	65
11.2.2.2.2	Pre-recorded video-only	65
11.2.2.3	Empty clause	65
11.2.2.4	Audio description or media alternative (pre-recorded)	65
11.2.2.5	Empty clause	65
11.2.2.6	Empty clause	65
11.2.2.7	Info and relationships	66
11.2.2.8	Meaningful sequence	66
11.2.2.9	Empty clause	66
11.2.2.10	Empty clause	66
11.2.2.11	Empty clause	66
11.2.2.12	Empty clause	66
11.2.2.13	Resize text	66
11.2.2.14	Images of text	67
11.2.2.15	Keyboard	67
11.2.2.16	Empty clause	67
11.2.2.17	Empty clause	67
11.2.2.18	Empty clause	67
11.2.2.19	Empty clause	67
11.2.2.20	Empty clause	67
11.2.2.21	Empty clause	67
11.2.2.22	Empty clause	67
11.2.2.23	Empty clause	67
11.2.2.24	Empty clause	67
11.2.2.25	Empty clause	67
11.2.2.26	Empty clause	68
11.2.2.27	Language of software	68
11.2.2.28	Empty clause	68
11.2.2.29	Empty clause	68

11.2.2.30	Empty clause	68
11.2.2.31	Empty clause	68
11.2.2.32	Empty clause	68
11.2.2.33	Error Identification	68
11.2.2.34	Empty clause	68
11.2.2.35	Empty clause	68
11.2.2.36	Empty clause	68
11.2.2.37	Parsing.....	69
11.2.2.38	Name, role, value.....	69
11.3	Interoperability with assistive technology	69
11.3.1	Closed functionality	69
11.3.2	Accessibility services	69
11.3.2.1	Platform accessibility service support for software that provides a user	69
11.3.2.2	Platform accessibility service support for assistive technologies	69
11.3.2.3	Use of accessibility services	70
11.3.2.4	Assistive technology.....	70
11.3.2.5	Object information.....	70
11.3.2.6	Row, column, and headers.....	70
11.3.2.7	Values.....	70
11.3.2.8	Label relationships.....	70
11.3.2.9	Parent-child relationships	70
11.3.2.10	Text.....	71
11.3.2.11	List of available actions.....	71
11.3.2.12	Execution of available actions	71
11.3.2.13	Tracking of focus and selection attributes	71
11.3.2.14	Modification of focus and selection attributes.....	71
11.3.2.15	Change notification	71
11.3.2.16	Modifications of states and properties.....	71
11.3.2.17	Modifications of values and text	72
11.4	Documented accessibility usage	72
11.4.1	User control of accessibility features	72
11.4.2	No disruption of accessibility features	72
11.5	User preferences	72
11.6	Authoring tools	72
11.6.1	Content technology	72
11.6.2	Accessible content creation.....	72
11.6.3	Preservation of accessibility information in transformations	72
11.6.4	Repair assistance	73
11.6.5	Templates	73
12	Documentation and support services.....	73
12.1	Product documentation	73
12.1.1	Accessibility and compatibility features	73
12.1.2	Accessible documentation.....	73
12.2	Support services.....	73
12.2.1	General (informative).....	73
12.2.2	Information on accessibility and compatibility features.....	74
12.2.3	Effective communication	74
12.2.4	Accessible documentation.....	74
13	ICT providing relay or emergency service access.....	74
13.1	Relay services requirements	74
13.1.1	General (informative).....	74
13.1.2	Text relay services.....	74
13.1.3	Sign relay services.....	74
13.1.4	Lip-reading relay services	74
13.1.5	Captioned telephony services.....	75
13.1.6	Speech to speech relay services	75
13.2	Access to relay services	75
13.3	Access to emergency services.....	75
Annex A (informative): WCAG 2.0		76
A.1	Electronic attachment	76

Annex B (informative): Relationship between requirements and functional performance statements	77
B.1 Relationships between clauses 5 to 13 and the functional performance statements	77
Annex C (normative): Determination of compliance	84
C.1 Introduction.....	84
C.2 Blank clause.....	84
C.3 Blank clause.....	84
C.4 Functional performance	84
C.5 Generic requirements.....	85
C.5.1 Closed functionality	85
C.5.1.1 Introduction	85
C.5.1.2 General	85
C.5.1.2.1 Closed functionality.....	85
C.5.1.2.2 Assistive technology.....	85
C.5.1.3 Non-visual access	85
C.5.1.3.1 General.....	85
C.5.1.3.2 Auditory output delivery including speech	85
C.5.1.3.3 Auditory output correlation.....	85
C.5.1.3.4 Speech output user control.....	86
C.5.1.3.5 Speech output automatic interruption	86
C.5.1.3.6 Speech output for non-text content	86
C.5.1.3.7 Speech output for video information	86
C.5.1.3.8 Masked entry.....	86
C.5.1.3.9 Private access to personal data.....	87
C.5.1.3.10 Non-interfering audio output	87
C.5.1.3.11 Private listening volume	87
C.5.1.3.12 Speaker volume.....	87
C.5.1.3.13 Volume reset.....	87
C.5.1.3.14 Spoken languages	88
C.5.1.3.15 Non-visual error identification.....	88
C.5.1.3.16 Receipts, tickets, and transactional outputs.....	88
C.5.1.4 Functionality closed to text enlargement.....	88
C.5.1.5 Visual output for auditory information.....	88
C.5.1.6 Operation without keyboard interface	89
C.5.1.6.1 Closed functionality.....	89
C.5.1.6.2 Input focus	89
C.5.2 Activation of accessibility features	89
C.5.3 Biometrics	89
C.5.4 Preservation of accessibility information during conversion	89
C.5.5 Operable parts	90
C.5.5.1 Means of operation.....	90
C.5.5.2 Operable part discernibility	90
C.5.6 Locking or toggle controls	90
C.5.6.1 Tactile or auditory status	90
C.5.6.2 Visual status	90
C.5.7 Key repeat	90
C.5.8 Double-strike key acceptance.....	91
C.5.9 Simultaneous user actions	91
C.6 ICT with two-way voice communication.....	91
C.6.1 Audio bandwidth for speech	91
C.6.2 Real-Time Text (RTT) functionality.....	91
C.6.2.1 RTT provision	91
C.6.2.1.1 RTT communication	91
C.6.2.1.2 Concurrent voice and text.....	92
C.6.2.2 Display of Real-Time Text.....	92
C.6.2.2.1 Visually distinguishable display	92
C.6.2.2.2 Programmatically determinable send and receive direction.....	92
C.6.2.3 Interoperability	93
C.6.2.4 Real-Time Text responsiveness.....	93
C.6.3 Caller ID.....	93
C.6.4 Alternatives to voice-based services	93
C.6.5 Video communication	94

C.6.5.1	General	94
C.6.5.2	Resolution.....	94
C.6.5.3	Frame rate.....	94
C.6.5.4	Synchronization between audio and video	94
C.6.6	Alternatives to video-based services	94
C.7	ICT with video capabilities	94
C.7.1	Caption processing technology	94
C.7.1.1	Captioning playback.....	94
C.7.1.2	Captioning synchronization.....	95
C.7.1.3	Preservation of captioning	95
C.7.2	Audio description technology	95
C.7.2.1	Audio description playback.....	95
C.7.2.2	Audio description synchronization.....	95
C.7.2.3	Preservation of audio description	95
C.7.3	User controls for captions and audio description	95
C.8	Hardware	96
C.8.1	General.....	96
C.8.1.1	Generic requirements.....	96
C.8.1.2	Standard connections.....	96
C.8.1.3	Colour.....	96
C.8.2	Hardware products with speech output	96
C.8.2.1	Speech volume gain.....	96
C.8.2.1.1	Speech volume range	96
C.8.2.1.2	Incremental volume control	96
C.8.2.2	Magnetic coupling	97
C.8.2.2.1	Fixed-line devices.....	97
C.8.2.2.2	Wireless communication devices.....	97
C.8.3	Physical access to ICT	97
C.8.3.1	General	97
C.8.3.2	Clear floor or ground space	97
C.8.3.2.1	Change in level	97
C.8.3.2.2	Clear floor or ground space.....	98
C.8.3.2.3	Approach.....	98
C.8.3.2.3.1	General	98
C.8.3.2.3.2	Forward Approach.....	98
C.8.3.2.3.3	Parallel Approach.....	98
C.8.3.2.4	Knee and toe clearance width	98
C.8.3.2.5	Toe clearance	98
C.8.3.2.6	Knee clearance	99
C.8.3.3	Reach range for ICT	100
C.8.3.3.1	Forward reach	100
C.8.3.3.1.1	Unobstructed high forward reach.....	100
C.8.3.3.1.2	Unobstructed low forward reach	100
C.8.3.3.1.3	Obstructed reach.....	100
C.8.3.3.2	Side reach.....	101
C.8.3.3.2.1	Unobstructed high side reach	101
C.8.3.3.2.2	Unobstructed low side reach	101
C.8.3.3.2.3	Obstructed side reach	101
C.8.3.4	Visibility.....	101
C.8.3.5	Installation instructions.....	102
C.8.4	Mechanically operable parts.....	102
C.8.4.1	Numeric keys.....	102
C.8.4.2	Operation of mechanical parts	102
C.8.4.2.1	Means of operation of mechanical parts	102
C.8.4.2.2	Force of operation of mechanical parts.....	102
C.8.4.3	Keys, tickets and fare cards	102
C.8.5	Tactile indication of speech mode.....	102
C.9	Web.....	103
C.9.1	General (informative).....	103
C.9.2	Web content requirements.....	103
C.9.2.1	Non-text content	103
C.9.2.2	Audio-only and video-only (pre-recorded).....	103

C.9.2.3	Captions (pre-recorded).....	103
C.9.2.4	Audio description or media alternative (pre-recorded).....	103
C.9.2.5	Captions (live)	103
C.9.2.6	Audio description (pre-recorded)	104
C.9.2.7	Info and relationships	104
C.9.2.8	Meaningful sequence.....	104
C.9.2.9	Sensory characteristics	104
C.9.2.10	Use of colour	104
C.9.2.11	Audio control.....	104
C.9.2.12	Contrast (minimum)	105
C.9.2.13	Resize text	105
C.9.2.14	Images of text	105
C.9.2.15	Keyboard	105
C.9.2.16	No keyboard trap	105
C.9.2.17	Timing adjustable	105
C.9.2.18	Pause, stop, hide	106
C.9.2.19	Three flashes or below threshold.....	106
C.9.2.20	Bypass blocks	106
C.9.2.21	Page titled.....	106
C.9.2.22	Focus Order	106
C.9.2.23	Link purpose (in context)	106
C.9.2.24	Multiple ways	107
C.9.2.25	Headings and labels.....	107
C.9.2.26	Focus visible.....	107
C.9.2.27	Language of page	107
C.9.2.28	Language of parts	107
C.9.2.29	On focus	107
C.9.2.30	On input.....	108
C.9.2.31	Consistent navigation	108
C.9.2.32	Consistent identification.....	108
C.9.2.33	Error identification	108
C.9.2.34	Labels or instructions	108
C.9.2.35	Error suggestion.....	108
C.9.2.36	Error prevention (legal, financial, data).....	109
C.9.2.37	Parsing.....	109
C.9.2.38	Name, role, value.....	109
C.9.3	WCAG 2.0 conformance requirements	109
C.10	Non-web documents	109
C.10.1	General.....	109
C.10.2	Document success criteria	109
C.10.2.1	Non-text content	109
C.10.2.2	Audio-only and video-only (pre-recorded).....	110
C.10.2.3	Captions (pre-recorded).....	110
C.10.2.4	Audio description or media alternative (pre-recorded).....	110
C.10.2.5	Captions (live).....	110
C.10.2.6	Audio description (pre-recorded)	110
C.10.2.7	Info and relationships	110
C.10.2.8	Meaningful sequence.....	110
C.10.2.9	Sensory characteristics	111
C.10.2.10	Use of colour	111
C.10.2.11	Audio control.....	111
C.10.2.12	Contrast (minimum)	111
C.10.2.13	Resize text	111
C.10.2.14	Images of text	111
C.10.2.15	Keyboard	111
C.10.2.16	No keyboard trap	112
C.10.2.17	Timing adjustable	112
C.10.2.18	Pause, stop, hide	112
C.10.2.19	Three flashes or below threshold.....	112
C.10.2.20	Empty clause	112
C.10.2.21	Document titled	112
C.10.2.22	Focus order.....	112

C.10.2.23	Link purpose (in context)	113
C.10.2.24	Empty clause	113
C.10.2.25	Headings and labels	113
C.10.2.26	Focus visible	113
C.10.2.27	Language of document	113
C.10.2.28	Language of parts	113
C.10.2.29	On focus	113
C.10.2.30	On input	114
C.10.2.31	Empty clause	114
C.10.2.32	Empty clause	114
C.10.2.33	Error identification	114
C.10.2.34	Labels or instructions	114
C.10.2.35	Error suggestion	114
C.10.2.36	Error prevention (legal, financial, data)	114
C.10.2.37	Parsing	114
C.10.2.38	Name, role, value	115
C.10.2.39	Caption positioning	115
C.10.2.40	Audio description timing	115
C.11	Software	115
C.11.1	General	115
C.11.2	Non-Web software success criteria	115
C.11.2.1	Non-Web software success criteria (excluding closed functionality)	115
C.11.2.1.1	Non-text content (screen reading supported)	115
C.11.2.1.2	Audio-only and video-only (pre-recorded)	115
C.11.2.1.3	Captions (pre-recorded)	115
C.11.2.1.4	Audio description or media alternative (pre-recorded)	116
C.11.2.1.5	Captions (live)	116
C.11.2.1.6	Audio description (pre-recorded)	116
C.11.2.1.7	Info and relationships	116
C.11.2.1.8	Meaningful sequence	116
C.11.2.1.9	Sensory characteristics	116
C.11.2.1.10	Use of colour	116
C.11.2.1.11	Audio control	117
C.11.2.1.12	Contrast (minimum)	117
C.11.2.1.13	Resize text	117
C.11.2.1.14	Images of text	117
C.11.2.1.15	Keyboard	117
C.11.2.1.16	No keyboard trap	117
C.11.2.1.17	Timing adjustable	117
C.11.2.1.18	Pause, stop, hide	118
C.11.2.1.19	Three flashes or below threshold	118
C.11.2.1.20	Empty clause	118
C.11.2.1.21	Empty clause	118
C.11.2.1.22	Focus order	118
C.11.2.1.23	Link purpose (in context)	118
C.11.2.1.24	Empty clause	118
C.11.2.1.25	Headings and labels	118
C.11.2.1.26	Focus visible	118
C.11.2.1.27	Language of software	119
C.11.2.1.28	Empty clause	119
C.11.2.1.29	On focus	119
C.11.2.1.30	On input	119
C.11.2.1.31	Empty clause	119
C.11.2.1.32	Empty clause	119
C.11.2.1.33	Error identification	119
C.11.2.1.34	Labels or instructions	119
C.11.2.1.35	Error suggestion	120
C.11.2.1.36	Error prevention (legal, financial, data)	120
C.11.2.1.37	Parsing	120
C.11.2.1.38	Name, role, value	120
C.11.2.2	Non-Web software requirements (closed functionality)	120
C.11.2.2.1	Non-text content	120

C.11.2.2.2	Audio-only and video-only (pre-recorded)	121
C.11.2.2.2.1	Pre-recorded audio-only	121
C.11.2.2.2.2	Pre-recorded video-only	121
C.11.2.2.3	Empty clause	121
C.11.2.2.4	Audio description or media alternative (pre-recorded)	121
C.11.2.2.5	Empty clause	121
C.11.2.2.6	Empty clause	121
C.11.2.2.7	Info and relationships	121
C.11.2.2.8	Meaningful sequence	121
C.11.2.2.9	Empty clause	121
C.11.2.2.10	Empty clause	122
C.11.2.2.11	Empty clause	122
C.11.2.2.12	Empty clause	122
C.11.2.2.13	Resize text	122
C.11.2.2.14	Images of text	122
C.11.2.2.15	Keyboard	122
C.11.2.2.16	Empty clause	122
C.11.2.2.17	Empty clause	122
C.11.2.2.18	Empty clause	122
C.11.2.2.19	Empty clause	122
C.11.2.2.20	Empty clause	122
C.11.2.2.21	Empty clause	122
C.11.2.2.22	Empty clause	122
C.11.2.2.23	Empty clause	123
C.11.2.2.24	Empty clause	123
C.11.2.2.25	Empty clause	123
C.11.2.2.26	Empty clause	123
C.11.2.2.27	Language of software	123
C.11.2.2.28	Empty clause	123
C.11.2.2.29	Empty clause	123
C.11.2.2.30	Empty clause	123
C.11.2.2.31	Empty clause	123
C.11.2.2.32	Empty clause	123
C.11.2.2.33	Error Identification	123
C.11.2.2.34	Empty clause	124
C.11.2.2.35	Empty clause	124
C.11.2.2.36	Empty clause	124
C.11.2.2.37	Parsing	124
C.11.2.2.38	Name, role, value	124
C.11.3	Interoperability with assistive technology	124
C.11.3.1	Closed functionality	124
C.11.3.2	Accessibility services	124
C.11.3.2.1	Platform accessibility service support for software that provides a user interface	124
C.11.3.2.2	Platform accessibility service support for assistive technologies	124
C.11.3.2.3	Use of accessibility services	125
C.11.3.2.4	Assistive technology	125
C.11.3.2.5	Object information	125
C.11.3.2.6	Row, column, and headers	125
C.11.3.2.7	Values	126
C.11.3.2.8	Label relationships	126
C.11.3.2.9	Parent-child relationships	126
C.11.3.2.10	Text	127
C.11.3.2.11	List of available actions	127
C.11.3.2.12	Execution of available actions	127
C.11.3.2.13	Tracking of focus and selection attributes	127
C.11.3.2.14	Modification of focus and selection attributes	128
C.11.3.2.15	Change notification	128
C.11.3.2.16	Modifications of states and properties	128
C.11.3.2.17	Modifications of values and text	129
C.11.4	Documented accessibility usage	129
C.11.4.1	User control of accessibility features	129
C.11.4.2	No disruption of accessibility features	129

C.11.5	User preferences.....	129
C.11.6	Authoring tools	130
C.11.6.1	Content technology.....	130
C.11.6.2	Accessible content creation	130
C.11.6.3	Preservation of accessibility information in transformations	130
C.11.6.4	Repair assistance	130
C.11.6.5	Templates	131
C.12	Documentation and support services	131
C.12.1	Product documentation.....	131
C.12.1.1	Accessibility and compatibility features.....	131
C.12.1.2	Accessible documentation	131
C.12.2	Support services	131
C.12.2.1	General	131
C.12.2.2	Information on accessibility and compatibility features	131
C.12.2.3	Effective communication.....	132
C.12.2.4	Accessible documentation	132
C.13	ICT providing relay or emergency service access	132
C.13.1	Relay service requirements	132
C.13.1.1	General	132
C.13.1.2	Text relay services	132
C.13.1.3	Sign relay services	132
C.13.1.4	Lip-reading relay services	132
C.13.1.5	Captioned telephony services	133
C.13.1.6	Speech to speech relay services.....	133
C.13.2	Access to relay services.....	133
C.13.3	Access to emergency services	133
History	134

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Foreword

This European Standard (EN) has been produced by ETSI Technical Committee Human Factors (HF), and the eAccessibility Joint Working Group (JWG) of CEN/CENELEC/ETSI.

National transposition dates	
Date of latest announcement of this EN (doa):	31 May 2015
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	30 November 2015
Date of withdrawal of any conflicting National Standard (dow):	30 November 2015

Modal verbs terminology

In the present document "**shall**", "**shall not**", "**should**", "**should not**", "**may**", "**may not**", "**need**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](#) (Verbal forms for the expression of provisions).

"**must**" and "**must not**" are **NOT** allowed in ETSI deliverables except when used in direct citation.

Introduction

The present document is one of several deliverables that were prepared in response to Phase 2 of Mandate M 376 [i.3] from the European Commission to CEN, CENELEC and ETSI.

The primary objective of this proposal was to produce a European Standard (EN) (the present document) that sets out in a single source, detailed, practical and quantifiable functional accessibility requirements that take note of global initiatives in that field and which are applicable to all Information and Communication Technology (ICT) products and services identified in Phase I of the Mandate (ETSI TR 102 612 [i.9]) and usable in public procurement.

As the present document is intended to be used for conformity assessment it follows the principles of ISO/IEC 17007 [i.14]. As required by that Guide, it clearly sets out the functional accessibility requirements in a manner that is free from subjective elements and identifies objective, concise and accurate test methods that are intended to produce unambiguous, repeatable and reproducible results.

The present document is supported by two Technical Reports. The first (ETSI TR 101 550 [i.7]) lists the standards and technical specifications used in the creation of the compliance requirements for accessibility set out in the present document. It also provides a source reference for other documents needed to implement the test procedures required by the present document.

The second Technical Report (ETSI TR 101 551 [i.8]) gives guidance to procurers on the award criteria relevant to each of the accessibility-related needs of ICT users in the products and services under consideration.

1 Scope

The present document specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in public procurement within Europe. The present document might be useful for other purposes such as procurement in the private sector.

The present document is intended to be used as the basis for an accessible ICT procurement toolkit. The present document will primarily be useful for public procurers to identify the requirements for their purchases, and also for manufacturers to employ it within their design, build and quality control procedures.

The present document contains the necessary functional requirements and provides a reference document such that if procedures are followed by different actors, the results of testing are similar and the interpretation of those results is clear.

The test descriptions and evaluation methodology included in the present document are elaborated to a level of detail compliant with ISO/IEC 17007:2009 [i.14], so that conformance testing can give conclusive results.

The inherent nature of certain situations makes it impossible to make reliable and definitive statements that accessibility requirements have been met. In those situations therefore, the requirements in the present document are not applicable:

- when the product is in a failure, repair or maintenance state where the ordinary set of input or output functions are not available;
- during those parts of start-up, shutdown, and other state transitions that can be completed without user interaction.

NOTE 1: Even in the above situations, it is best practice to apply requirements in the present document wherever it is feasible and safe to do so.

NOTE 2: Compliance issues are covered in normative clause C.1.

2 References

2.1 Normative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the reference document (including any amendments) applies.

Referenced documents which are not found to be publicly available in the expected location might be found at <http://docbox.etsi.org/Reference>.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

- [1] ETSI ETS 300 381: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".
- [2] ETSI ES 200 381-1: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids Part 1: Fixed-line speech terminals".
- [3] ETSI ES 200 381-2: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".
- [4] W3C Recommendation (11 December 2008)/ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

NOTE: Available at <http://www.w3.org/TR/WCAG20/>.