

# Oxford University Press Accessibility Conformance Report

## Based on Voluntary Product Accessibility Template® (VPAT®)<sup>1</sup>

VPAT Version 2.0 Beta 2

**Name of Product: OUP Oxford Medicine Date: 24<sup>th</sup> May 2018**

**Contact information:**

**Notes: This test report relates to Oxford Medicine Online but all applies by extension to Oxford Clinical Psychology, AMA Manual of Style, Blackstone's Police Service, Very Short Introductions, Law Trove, Politics Trove and What Everyone Needs to Know**

### Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A <input checked="" type="checkbox"/> Level AA <input checked="" type="checkbox"/> Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	<input type="checkbox"/>
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	<input type="checkbox"/>

## Table Information

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

- By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

## 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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
- **Does Not Support:** Majority of functionality of the product does not meet the criteria.
- **Not Applicable:** The criteria are not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

## WCAG 2.0 Report -

*Click to show or hide WCAG table data (section headings will remain)*

Tables 1 and 2 also documents conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

Table 4 documents the WCAG conformance statements:

- WCAG
- EN 304 549: Chapter 9 - Web

**Table 1: Conformance Criteria, Level A - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>Providing a descriptive form field label will allow users to know what information to enter in a form field.</p> <p>Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>There are fieldsets that are missing a legend, making it difficult for screen reader users to understand what is required of them, examples of this can be viewed on the 'Browse' pages.</p> <p>There are fieldsets that are used inappropriately on some of the pages tested, for example, the 'Browse' pages contain multiple instances of this; this can be problematic for screen reader users, as they may spend time looking for content that is not there.</p> <p>There are pages that contain images with no alternative text present, this can be problematic for screen reader</p>

Criteria	Conformance Level	Remarks and Explanations
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		<p>users navigating the page as they would be unaware what the image is meant to represent; Examples of this can be viewed on the 'Airway management' page and the 'Browse' pages.</p> <p>There are instances where there is non-descriptive alternative text used, as can be viewed on the 'Homepage' and the 'Distributive Shock' page.</p> <p>There is very long alternative repeated text on the 'Importance of nutrition and lifestyle to healthy development' page.</p> <p>The 'PDF' files tested also contained instances where there was missing alternative text, as can be viewed on the 'search_downloadsearchresultas PDF', and the 'Oxmed_Oxford_Specialty_Training__Revision_Notes PDF'</p> <p>The 'Videos' page contains objects with no alternative content, a text alternative is a way of making information accessible to a wide range of users.</p> <p>There were many pages found that contained form elements that were unlabeled, for example the 'Search' form field on multiple pages, as well as unlabeled 'Combo boxes' as can be viewed on the 'Search Results' page.</p> <p>There were 'orphaned' form labels found on multiple pages, for example, the 'Video Atlas of Neuromuscular</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Disorders' page, this makes it difficult for some user groups to complete the form – Visually the labelling could be fine, however, for a screen reader user it could be problematic as they may be left unsure of what may be required of them when completing a form field.</p> <p>There are empty buttons on some of the pages tested, for example the 'Video Atlas of Neuromuscular Disorders' page, visually, there is no issue, however, this could be problematic for screen reader users.</p> <p>There are redundant links on some of the pages tested, for example, the 'Pleural infections' page, where there is an image link and a text link, that point to the same address, this can be problematic as confusion could arise that two links point to the same URL, additionally, it can be time consuming for users; it would be beneficial if the links were combined into one, thereby saving time and avoiding confusion.</p> <p>If an image is used for decorative purposes only, then a null alt text should be used i.e. alt="".</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Pass

Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2 (Closed Software) 2017 Section 508</li> </ul>		
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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>1.2.2 Captions (Prerecorded)</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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	
<b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)	Supports	

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> </ul> <p>2017 Section 508</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><b>1.3.1 Info and Relationships</b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software) 2017 Section 508</li> </ul>	<p>Does Not Support</p>	<p>There are multiple pages where there is an incorrect heading structure, as can be viewed on the 'Oxford Medicine' page, and the 'Case 2' page. A heading structure should be logical, where there is at least one and no more than two headings at level 1 present. Headings should be in a logical order with no 'skipping' of headings, for example a heading should not 'skip'</p>

Criteria	Conformance Level	Remarks and Explanations
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<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>from a level 4 heading to a level 6 heading, omitting headings at level 5 etc.</p> <p>There should be no headings missing heading text, as this can cause confusion; examples of this can be viewed on the 'Browse' page and the ' Video Atlas of Neuromuscular Disorders' page.</p> <p>Fieldsets are helpful to screen reader users when they are used appropriately and correctly. There are pages where there are fieldsets used without a legend present, which is problematic for screen reader users, as they may not understand the grouping; examples of this can be viewed on the 'Browse' pages.</p> <p>There are fieldsets that used for inappropriately for layout purposes, as can be viewed on the 'Browse' pages. When fieldsets are used inappropriately it can be problematic for screen reader users who may spend time looking for content that is not present.</p> <p>There are Data tables used that contain incorrect markup, the tables use two logical levels of heading markup, which can be confusing, examples of this can be viewed on the "Pneumothorax' page and the 'Diabetic Ketoacidosis' page. Additionally, there are other Data tables that do not contain correct markup, examples of this can be found on the 'New and updated titles now available' page, where there are table headings that are marked up incorrectly and the 'Respiratory disorders' page, where there is an empty</p>
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Criteria	Conformance Level	Remarks and Explanations
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	<p>table header present at the top right-hand side of the table.</p> <p>There are layout tables on the website that do not contain the correct table 'Markup' when 'layout tables' are used. They should contain 'role='presentation'; this would signify a screen reader user that the tables are used for layout and are not 'Data tables'; examples of this can be viewed on the "One-time purchase titles' page and the 'Obstructive Shock' page.</p> <p>There are untitled frames on the website, when frames are not titled or are given a non-descriptive title, it is not helpful to a screen reader user. When a frame is titled descriptively, it allows a screen reader user to make a choice whether to access the frame or not. When the title is not present or non-descriptive, a screen reader user then must read through the content of the frame which can be time consuming; examples of this can be viewed on the 'Videos' page, the 'about' page and the 'Take a tour' page.</p> <p>There were many pages found that contained form elements that were unlabeled, for example the 'Search' form field on multiple pages, as well as unlabeled 'Combo boxes' as can be viewed on the 'Search Results' page.</p> <p>There were 'orphaned' form labels found on multiple pages, for example, the 'Video Atlas of Neuromuscular Disorders' page, this makes it difficult for some user</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>groups to complete the form – Visually the labelling is clear, however, for a screen reader user it could be problematic as they may be left unsure of what may be required of them when completing a form field.</p> <p>There are empty buttons on some of the pages tested, for example the 'Video Atlas of Neuromuscular Disorders' page, visually, there is no issue, however, this could be problematic for screen reader users.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Pass</p>
	<p>Supports</p>	<p>Pass</p>

**1.3.3 Sensory Characteristics** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.2.9 (Web)
- 10.2.9 (non-web document)
- 11.2.1.9 (Software)
- 11.2.2.9 (Closed Software) – Does not apply

2017 Section 508

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

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.10 (Web)</li><li>• 10.2.10 (non-web document)</li><li>• 11.2.1.10 (Software)</li><li>• 11.2.2.10 (Closed Software) – Does not apply</li></ul> <p>2017 Section 508</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	Pass
	Supports	Pass

<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.15 (Web)</li> <li>• 10.2.15 (non-web document)</li> <li>• 11.2.1.15 (Software)</li> <li>• 11.2.2.15 (Closed Software)</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>There are areas that can be accessed via a mouse, however, cannot be access via a keyboard. There are links on several of the pages that cannot be accessed when a keyboard only user 'tabs' through a page, examples of this can be viewed on the 'Search Results' page, where there is a 'Share' button, that when accessed by a keyboard only user, momentarily displays links that cannot be accessed. Other examples where a keyboard only user cannot gain access to a page element can be viewed on the 'Introduction to Pulmonary Urgencies and Emergencies' page; a user can</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>'tab' through the page, however, a link is bypassed as they navigate through the links. A further example of this can be viewed on the 'Distributive Shock' page.</p>
	<p>Supports</p>	<p>Pass</p>

<p><b>2.1.2 No Keyboard Trap</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>2.2.1 Timing Adjustable</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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	N/A
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> </ul>	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
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<p>2017 Section 508</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><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Pass</p>
<p><b>2.4.1 Bypass Blocks</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>There is a 'Jump to content' link on the website, however, the link is hidden. It is often the case that a 'jump to content' link is hidden, then when a keyboard user 'tabs' to the link it becomes visible, allowing the user to activate the link to bypass repeated content on a page; this is not the case on this website. The link remains hidden and this is problematic for keyboard only users who may spend time looking for a link. It is recommended that the link is visible at all times as this would help a non-mouse user to be able to find the link and activate it, thereby saving the user time as they bypass the repeated content.</p>
	<p>Supports</p>	<p>Pass</p>

**2.4.2 Page Titled** (Level A) Also

applies to:

EN 301 549 Criteria

- 9.2.21 (Web)
- 10.2.21 (non-web document)
- 11.2.1.21 (Software) - Does not apply

Criteria	Conformance Level	Remarks and Explanations
<p><input type="checkbox"/> 11.2.2.21 (Closed Software) – Does not apply</p> <p>2017 Section 508</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><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.22 (Web)</li><li>• 10.2.22 (non-web document)</li><li>• 11.2.1.22 (Software)</li><li>• 11.2.2.22 (Closed Software) – Does not apply</li></ul> <p>2017 Section 508</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	Pass
	Does Not Support	



<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>There are redundant links on some of the pages tested, this can be problematic and time consuming for some users, keyboard only users may take extra time navigating through the pages, as there are text links and image links that take the user to the same destination. Examples of this can be viewed on the 'Video Atlas of Neuromuscular Disorders' page and the 'Pleural infections' page. There were also empty links on some of the pages, such as the ' Video Atlas of Neuromuscular Disorders' page. This can cause some users confusion as when they are tabbing through the page they land on an empty link; screen reader users will create the text of a link from the URL.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.2.27 (Web)</li> </ul>	<p>Does Not Support</p>	<p>There are multiple pages where there is no language element present; this can be problematic for some users especially screen reader users who rely on screen reading software to announce the page elements and</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> </ul> <p>2017 Section 508</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>text in the correct language, examples of this can be viewed on the 'Cite' pages.</p>
	<p>Supports</p>	<p>Pass</p>

<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>There are pages on the site that when a user selects from the ‘items per page’ or the ‘Sort by’ dropdown boxes, the page content automatically changes. There is no option to activate it using a form button. There should be a button present to confirm the selection or the user should be advised prior to selecting that the page will dynamically refresh. This issue was found on the ‘Browse’ pages of the website.</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.2.33 (Web)</li> </ul>	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
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<ul style="list-style-type: none"> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> </ul> <p>2017 Section 508</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><b>3.3.2 Labels or Instructions</b> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>There are fieldsets on the pages tested, that did not contain a legend. When legends are used it provides a label for the fieldset group helping screen reader users to understand the purpose of the grouped related form fields. When fieldsets are used with no corresponding legend tag, screen reader users may not easily understand the grouping. Examples of this can be viewed on the 'Browse' pages.</p> <p>There are other instances where a fieldset is used inappropriately, for formatting purposes. A screen reader user will not easily understand what the fieldset relates to and spend additional time looking for content that is not there, there were multiple instances of this found in the 'Browse' sections of the website.</p> <p>There are also form fields that are unlabeled, examples of this can be viewed on the 'Search' facility on multiple pages, such as the 'Homepage' and the 'Percutaneous neurolytic coeliac plexus block' page and an unlabeled 'Combo box' on the 'Search Results' page.</p> <p>There are unlabeled buttons on several of the pages tested, examples of this can be viewed on the 'Video Atlas of Neuromuscular Disorders' page and the 'Video' page; visually it is clear that the button is a 'Submit'</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software)</li> </ul> <p>2017 Section 508</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>button, however, this may not be the case when read out by a screen reader user.</p> <p>Duplicate ID errors are known to cause problems for assistive technologies. Duplicate ID's can be problematic for screen reader users that rely on this attribute to accurately convey relationships between different parts of content to users. There were multiple pages present that contained duplicate ID's of:</p> <ol style="list-style-type: none"> <li>1. #advancedSearchWidget</li> <li>2. #btnSearch</li> <li>3. #viewModeToolModule</li> </ol> <p>Examples of this can be viewed on the 'Browse' pages, and the 'Allied Health Professional' page.</p> <p>Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.</p> <p>When the website was tested, it was found that there are multiple pages that contained HTML markup errors, examples of this can be found on the 'Browse' pages.</p>
	Does Not Support	

<p><b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> <li>• 11.2.1.38 (Software)</li> <li>• 11.2.2.38 (Closed Software)</li> </ul>		<p>There are fieldsets on some pages that are missing a legend, as there is no legend present, the purpose of the fieldset cannot be programmatically determined, examples of this can be viewed on the 'Browse' pages. These pages also contain fieldsets that are used for layout purposes and can cause confusion for screen readers who may look for content that is not there.</p>
<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<p>2017 Section 508</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>There are also unlabeled form fields on some pages, such as the 'Homepage' and the 'Search Results' page and with no labelling present, these fields cannot be programmatically determined.</p> <p>There are empty buttons on some pages, such as the 'Video Atlas of Neuromuscular Disorders' page and the 'Browse' pages, these can be problematic for some user groups such as screen reader users.</p>

**Table 2: Conformance Criteria, Level AA - *Click to show or hide table data***

Notes:

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
	Supports	N/A

<p><b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5 (Web)</li> <li>• 10.2.5 (non-web document)</li> <li>• 11.2.1.5 (Software)</li> <li>• 11.2.2.5 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (Web)</li> <li>• 10.2.6 (non-web document)</li> </ul>	Supports	Pass

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<ul style="list-style-type: none"> <li>• 11.2.1.6 (Software)</li> <li>• 11.2.2.6 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>1.4.3 Contrast (Minimum) (Level AA)</b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (Web)</li> <li>• 10.2.12 (non-web document)</li> <li>• 11.2.1.12 (Software)</li> <li>• 11.2.2.12 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>The combination of text and background colour should be set to create an easy to read website. Using colours that are similar for the background and foreground can cause blocks of text to become difficult to read. Alternative stylesheets can be used to change the appearance of the page and provide an alternative with a stronger contrast.</p> <p>If the text size is at least 18 point if not bold and 14 point if bold, the minimum colour contrast ratio should be at least 3:1, if the text is less than 18 point if not bold and less than 14 point if bold, the minimum colour contrast ratio should be at least 4.5:1.</p> <p>There are pages on the website that contain insufficient colour contrast, examples of this can be viewed on the:</p> <p>'Distributive Shock' page, where there is insufficient colour contrast between the red text 'Severe sepsis' and the blue background of the image.</p> <p>The 'Introduction to Pulmonary Urgencies and Emergencies' page, where there is insufficient colour contrast between the green text 'Anaesthetics' and 'Critical Care' and the grey background.</p> <p>The 'Hypoxia During Anesthesia' page, where there is insufficient colour contrast between the green text 'standards – for – basic ...' and the white background.</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>The 'Contributors' page, where insufficient colour contrast between the green text 'Disclaimer' and the grey background.</p>

<p><b>1.4.4 Resize text</b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.13 (Web)</li> <li>• 10.2.13 (non-web document)</li> <li>• 11.2.1.13 (Software)</li> <li>• 11.2.2.13 (Closed Software)</li> </ul> <p>2017 Section 508</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	Pass
<p><b>1.4.5 Images of Text</b> (Level AA) Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software)</li> </ul> <p>2017 Section 508</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	There are multiple pages on the website that contain images of text, there is alternative text available, however, not all of the information is conveyed to the user, an example of this can be viewed on the 'Distributive Shock' page, where the alt text gives an overview of the image, but does not contain all the information for a screen reader user that a sighted user can access, the example used is 'Figure 11.1 Systemic inflammatory response (SIRS), Sepsis, and severe sepsis.
<p><b>2.4.5 Multiple Ways</b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.24 (Web)</li> <li>• 10.2.24 (non-web document) – Does not apply</li> <li>• 11.2.1.24 (Software) – Does not apply</li> <li>• 11.2.2.24 (Closed Software) – Does not apply</li> </ul>	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
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<p>2017 Section 508</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><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.25 (Web)</li> <li>• 10.2.25 (non-web document)</li> <li>• 11.2.1.25 (Software)</li> <li>• 11.2.2.25 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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>Does Not Support</p>	<p>Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (&lt;h1&gt;), next level elements (&lt;h2&gt;), third level elements (&lt;h3&gt;), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.</p> <p>There are multiple pages that contain an incorrect heading structure, such as the 'Oxford Medicine' page and the 'Case 2' page.</p> <p>Heading structure should follow a logical, numerical order, an example of this can be seen below. It should always begin with a heading 1.</p> <pre>&lt;h1&gt;Colours     &lt;h2&gt;Shades of Red         &lt;h3&gt;Crimson         &lt;h3&gt;Ruby     &lt;h2&gt;Shades of Blue</pre>

Criteria	Conformance Level	Remarks and Explanations
		<p data-bbox="1409 228 1528 253">&lt;h3&gt;Aqua</p> <p data-bbox="1409 298 1612 323">&lt;h3&gt;Aquamarine</p> <p data-bbox="1371 368 1625 393">&lt;h2&gt;Shades of Green</p> <p data-bbox="1409 438 1583 462">&lt;h3&gt;Harlequin</p> <p data-bbox="1409 508 1528 532">&lt;h3&gt;Olive</p> <p data-bbox="1335 578 1997 683">There were pages that contained empty headings, examples of this can be viewed on the 'Browse' page and the ' Video Atlas of Neuromuscular Disorders' page.</p> <p data-bbox="1335 729 1997 873">It is important to give all headings meaningful content, so users can find what they are looking for and not waste their time searching for areas that do not exist. A code example can be seen below:</p> <p data-bbox="1335 919 1801 943">&lt;h1&gt;Disaster preparation&lt;/h1&gt; Correct</p> <p data-bbox="1335 989 1583 1013">&lt;h1&gt; &lt;/h1&gt; Incorrect</p>
	Supports	Pass

**2.4.7 Focus Visible** (Level AA) Also

applies to:

EN 301 549 Criteria

- 9.2.26 (Web)
- 10.2.26 (non-web document)
- 11.2.1.26 (Software)
- 11.2.2.26 (Closed Software) – Does not apply

2017 Section 508

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

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.1.2 Language of Parts</b> (Level AA) Also</p> <p>applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.28 (Web)</li><li>• 10.2.28 (non-web document)</li><li>• 11.2.1.28 (Software) – Does not apply</li><li>• 11.2.2.28 (Closed Software) – Does not apply</li></ul> <p>2017 Section 508</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	N/A
	Supports	Pass

<p><b>3.2.3 Consistent Navigation</b> (Level AA) Also  applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>3.2.4 Consistent Identification</b> (Level AA) Also  applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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	Pass
<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
	Supports	Pass

<p><b>3.3.3 Error Suggestion</b> (Level AA) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</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	N/A

**Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
	Not Evaluated	

<p><b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA) Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>		
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<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<p><b>1.2.7 Extended Audio Description (Prerecorded)</b> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.2.8 Media Alternative (Prerecorded)</b> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.2.9 Audio-only (Live)</b> (Level AAA) Also applies to:  EN 301 549 Criteria– Does not apply  2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.4.6 Contrast Enhanced</b> (Level AAA) Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.4.7 Low or No Background Audio</b> (Level AAA) Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Not Evaluated	
	Not Evaluated	

<b>1.4.8 Visual Presentation</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b>1.4.9 Images of Text (No Exception) Control</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>2.1.3 Keyboard (No Exception)</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>2.2.3 No Timing</b> (Level AAA)	Not Evaluated	

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b>2.2.4 Interruptions</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>2.2.5 Re-authenticating</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
	Not Evaluated	

<p><b>2.3.2 Three Flashes</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>		
<p><b>2.4.8 Location</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>2.4.9 Link Purpose (Link Only)</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>2.4.10 Section Headings</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>3.1.3 Unusual Words</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p><b>3.1.4 Abbreviations</b> (Level AAA) Also applies to:</p>	Not Evaluated	
Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>		
<p><b>3.1.5 Reading Level</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	



<b>3.1.6 Pronunciation</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>3.2.5 Change on Request</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>3.3.5 Help</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<b>3.3.6 Error Prevention (All)</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	

**Table 4: WCAG Conformance Requirements - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1. Conformance Level</b> Also applies to: EN 301 549 Criteria <input type="checkbox"/> 9.3 (Web)	None	The website met 13 of the 23 (57%) applicable success criteria required for level A conformance and 7 of the 10

Criteria	Conformance Level	Remarks and Explanations
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<p>2017 Section 508</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>(70%) applicable success criteria required for level AA conformance.</p> <p>In order to be awarded a Level AA accreditation, 100% conformance with level A success criteria and level AA must be achieved. In order to be awarded a AAA accreditation, 100% conformance with level A, level AA and level AAA must be achieved.</p>
<p><b>2. Full pages</b> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.3 (Web)</li> </ul> <p>2017 Section 508</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>	None	No full pages fully pass an Conformance Level
<p><b>3. Complete processes</b> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.3 (Web)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• E207.3 (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	None	<p>When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process must conform at the specified level. Conformance is not possible at a particular level if any page in the process does not conform at that level or better.</p> <p>At present, not all pages in the process confirm to a particular level.</p>
<p><b>4. Only Accessibility-Supported Ways of Using Technologies</b></p>	None	

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.3 (Web)</li> </ul> <p>2017 Section 508</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>Content is provided in a way that is supported and compatible with assistive technology.</p>
Criteria	Conformance Level	Remarks and Explanations
<p><b>5. Non-Interference</b> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.3 (Web)</li> </ul> <p>2017 Section 508</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>None</p>	<p>Technology is not used in a way that is not accessibility supported</p>

## 2017 Section 508 Report -

***Click to show or hide 2017 Section 508 tables (section headings will remain)***

Notes:

## Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	
602.4 Alternate Formats for Non-Electronic Support Documentation		

603 Support Services		
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		