



Marketplace[®] Simulations Accessibility Conformance Report

International Edition

(Based on VPAT[®] Version 2.5Rev)

Name of Product/Version: Marketplace/Marketplace Live Student Software (all current versions, in all language translations and product levels)

Report Date: November 2025

Product Description: Educational business simulation game

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Notes: This report evaluates all current versions of Marketplace Student Software. This report does not include the Marketplace Instructor Software, Marketplace Microsimulations[®] (exercises which can be added on to Marketplace), or the optional textbook The Management of Strategy in the Marketplace.

This is the fourth revision of the report. It was initially created in 2018.

Evaluation Methods Used: Our development team evaluates our product accessibility by completing detailed audit forms and testing with NVDA screen reader software, keyboard only navigation, and automated tools. Large changes and product updates are tested manually at the time of development by the development team which has knowledge of the intent of the UX design.

With the large updates to meet the 508 revisions in 2018, the entire software was manually tested by the development team with multiple browser/screen reader combinations and accessibility plugins (including Firefox/NVDA, Windows/JAWS, Safari/VoiceOver, keyboard navigation, WAVE plugin, Axe, etc.) After this was completed and issues were addressed, in 2019 Marketplace hired members of the disabled community who tested using a variety of screen reader tools so that they could provide suggestions and feedback on any more errors.

Subsequent to this, any notable UI or interactivity changes/updates are tested manually at the time of development by the development team. Four product updates are released per year, even with only minor bug fixes. With each release, we do automated testing and accessibility scanning with Codeception using the HTML code sniffer JavaScript library. The accessibility scanning is done as part of our click-through testing of pre-played sample games. This testing opens the first team of every sample game we have (usually one per Marketplace simulation level) and navigates through each menu item and its associated tabbed content to scan for errors in code and accessibility. Logs of the testing are reviewed and any issues are reported to the appropriate party in our issue-tracking platform. By scanning with each release (four times annually) Marketplace Simulations strives to maintain our accessibility compliance.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
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)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: The student software for Marketplace Simulations can be described as 3 areas (similar to the reporting format for Section 508); a web app, supplemental non-web documents, and non-required files imported or exported according to the student's preference. The main software is a web application that operates within the student's web browser. This is the primary product and contains most of the functionality. Marketplace Simulations additionally provides the instructor with various non-required electronic documents that can be disseminated to students at the instructor's discretion. These are stand-alone files that can cover educational and help documents. Finally, certain small functions of the main software can be considered a very minimalistic authoring tool when, for example, students upload an image for their fictional company's logo or the student exports spreadsheets. Thus, the conformance level is reported for web sites/apps, non-web electronic documents, and authoring tools; and open and closed functionality software is not applicable.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: All non-text content that conveys additional meaning has been given alternative text.</p> <p>Electronic Docs: All non-text content that conveys additional meaning has been given alternative text.</p> <p>Authoring Tool: Equivalent information is available to screen reader technology for User Photo and Team Logo.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable</p>	<p>Web: Does not contain any media that is either Audio-only or Video-only.</p> <p>Electronic Docs: Does not contain any media that is either Audio-only or Video-only.</p> <p>Authoring Tool: Does not contain any media that is either Audio-only or Video-only.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable	Web: If the Marketplace product is one with story videos, they have closed captions that are implemented using standard HTML, and can be viewed on any modern browser. Electronic Docs: Does not contain any synchronized video media. Authoring Tool: Does not contain any synchronized video media.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable	Web: If the Marketplace product is one with story videos, they use a track element to provide audio descriptions. We use a custom implementation that inserts the audio description text into an HTML element with ARIA attributes that announce the text to screen reader software. When a user is using a screen reader, the screen reader reads the audio description at the right time automatically. Electronic Docs: Do not contain video content. Authoring Tool: Does not contain any synchronized video media.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: The interface is structured using semantic HTML, and contains additional labels and attributes to help identify regions and interactive elements as needed.</p> <p>Electronic Docs: Supporting documents are in a variety of formats that were made accessible (Word, PowerPoint, and Excel). Content structure was properly designated for headings, links, table headers, and lists, etc.</p> <p>Authoring Tool: Excel spreadsheets exportable from within the simulation are arranged in a visually organized table, but lack proper data-table headers.</p> <p>The third-party library (https://github.com/PHPOffice/PhpSpreadsheet) we use to allow export currently does not support making a true table with properly defined headers. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Content is ordered meaningfully, and the visual layout is intentionally reflected in the DOM order to ensure a comprehensible experience for all users.</p> <p>Electronic Docs: Electronic Docs (such as Word, Excel, and PowerPoint) are properly structured in sequential reading order.</p> <p>Authoring Tool: Excel spreadsheets exportable from within the simulation contain logically sequenced tabular data.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Content instructions can be understood on a purely textual basis, and do not rely on other sensory characteristics to be intelligible.</p> <p>Electronic Docs: Instructions can be understood on a purely textual basis, and do not rely on other sensory characteristics to be intelligible.</p> <p>Authoring Tool: Excel instructions can be understood on a purely textual basis, and do not rely on other sensory characteristics to be intelligible.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Content does not rely on color alone for differentiation. For example, line charts use unique shapes and dash patterns for differentiation.</p> <p>Electronic Docs: Electronic docs contain no color-only differentiation.</p> <p>Authoring Tool: Excel files generated by Marketplace do not rely on color to convey information. Downloadable line/bar charts rely on shapes and dashes instead of color.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: N/A</p>	<p>Web: Marketplace does not play audio or video automatically. All video clips use standard HTML components for pause and volume control.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Closed: N/A Authoring Tool: Not Applicable	Electronic Docs: Electronic docs do not contain audio. Authoring Tool: Exportable files do not contain audio.
<p><u>2.1.1 Keyboard</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A (See information in 5.1.3.1 through 5.1.3.16) Authoring Tool: Supports	Web: The interface can be navigated using tab and arrow keys, and components can be clicked or activated using the spacebar or enter keys. Electronic Docs: The electronic docs can be freely accessed using the keyboard. Authoring Tool: Excel files can be freely accessed using the keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Keyboard focus in Marketplace can always be moved to enable the user to navigate away from any component. Electronic Docs: Marketplace electronic docs contain no possibility for users to get stuck in a keyboard trap.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Authoring Tool: Exportable Excel sheets contain no possibility for users to get stuck in a keyboard trap.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A (See information in 5.1.3.1 through 5.1.3.16) Authoring Tool: Supports	Web: No Marketplace-specific character key shortcuts are used. Electronic Docs: No Marketplace-specific character key shortcuts are used. Authoring Tool: No Marketplace-specific character key shortcuts are used.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Decision screens in Marketplace have a time limit that is applied after 15 minutes of inactivity at which time users are given another 15 minutes to respond if they wish to extend their editing session. A decision editing session can be extended an unlimited number of times. The Marketplace game session automatically logs out after 20 hours of inactivity. Electronic Docs: The electronic docs contain no time limit. Authoring Tool: These files contain no time limit.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable</p>	<p>Web: Any automatic animation present in Marketplace is either less than 5 seconds long, or has a mechanism to stop or hide the animation.</p> <p>Electronic Docs: The electronic docs contain no animation.</p> <p>Authoring Tool: These files contain no animation.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable</p>	<p>Web: Any Marketplace animations that fill a large enough screen area to be of concern for photosensitivity have been tested using the “Trace Center Photosensitive Epilepsy Analysis Tool” and subsequently adjusted to pass accepted standards.</p> <p>Electronic Docs: The electronic docs contain no animation.</p> <p>Authoring Tool: These files contain no animation.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply 	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Marketplace decision screens include hidden links for keyboard users to skip to main “Modify” controls. In general, by use of HTML markup and ARIA attributes, most Marketplace content is organized into menus, page</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		<p>regions, content areas, and various subsections that can be easily navigated and skipped using accessibility tools.</p> <p>Electronic Docs: Not required.</p> <p>Authoring Tool: Not required as the software exports non-web documents.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Each page in Marketplace contains a descriptive HTML title element that reflects the purpose of the main content area.</p> <p>Electronic Docs: The electronic docs contain descriptive file names. Page titles are included where applicable: Excel documents have informative sheet titles; PowerPoints have informative slide titles.</p> <p>Authoring Tool: Excel documents have defined file names and sheet names. Other user-authored content, such as uploaded images, occur within web pages which are titled.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Marketplace is ordered sequentially, and the visual order is reflected in the page structure and tab-order.</p> <p>Electronic Docs: The electronic docs have a linear and consistent structure.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Authoring Tool: Exported sheets have a linear and consistent structure.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Links and interactive elements in Marketplace are properly labeled and identified. Links without visible text have been give ARIA labels, title attributes, or other hidden text so that any user can readily determine the link purpose. Electronic Docs: Links in electronic docs are properly labeled and identified. Authoring Tool: These files contain no links.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: No interface component requires multipoint or path-based gestures. However, at this time Marketplace is not responsive for mobile, thus necessitating only users of mobile devices to pinch and zoom. A workaround is to use the software on a screen that is greater than 1000 pixels wide. Electronic Docs: Nothing multi-touch or path-based is required.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Authoring Tool: Nothing multi-touch or path-based is required.</p> <p>Web: The pointer down-event is used in a few places to non-intrusively reveal more detail about table rows in a side pane. It is a low-impact action. Currently mouse down is used to aid discoverability.</p> <p>Electronic Docs: There are no interactive components within docs.</p> <p>Authoring Tool: There are no interactive components within spreadsheets.</p>
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: The accessible (programmatic) name of interactive components includes any visible text label.</p> <p>Electronic Docs: There are no interactive components within docs.</p> <p>Authoring Tool: There are no interactive components within spreadsheets.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: No functions rely on device motion or special user motion.</p> <p>Electronic Docs: No functions rely on device motion or special user motion.</p> <p>Authoring Tool: No functions rely on device motion or special user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: The language for Marketplace is specified in the page’s HTML element. Electronic Docs: The language for the electronic docs is set and consistent. Authoring Tool: Marketplace Excel spreadsheets set a default language.
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: In Marketplace, focusing on an element does not cause a state change or trigger a context change. Electronic Docs: The Electronic docs are not interactive and do not have multiple states. Authoring Tool: Marketplace Excel spreadsheets are not interactive and do not have multiple states.
<p>3.2.2 On Input (Level A)</p> Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software: N/A	Web: Changing the settings of interface components in Marketplace does not automatically trigger a context change.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Closed: N/A Authoring Tool: Supports	Electronic Docs: The electronic docs are not interactive and do not have multiple states. Authoring Tool: Marketplace Excel spreadsheets are not interactive and do not have multiple states.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Supports	Web: Written guidance, team chat, and a method to contact Support are consistently located and ordered relative to other page content throughout the student software. Electronic Docs: These are independent docs. Authoring Tool: Once the user elects to export spreadsheets, they are independent docs. Export is offered as a supplemental option to the student. All necessary functionality is available through the web app.
<p>3.3.1 Error Identification (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Supports	Web: Error messages in Marketplace are displayed as text and trigger alerts that are automatically read by screen reader software. Input fields that contain errors are linked to a description of the error. Electronic Docs: The electronic docs do not have error states. Authoring Tool: The Excel spreadsheets do not have error states.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: Form controls are properly labeled, and include text instructions as needed.</p> <p>Electronic Docs: The electronic docs contain properly labeled form controls and include instructions as needed.</p> <p>Authoring Tool: Marketplace Excel spreadsheets do not have interactive elements.</p>
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Supports</p>	<p>Web: Where possible, data is auto-populated and cross-updated throughout the software. Long decision tables provide a way to copy one section’s entries to another.</p> <p>Electronic Docs: There are no user submissions from these docs.</p> <p>Authoring Tool: The authoring tool functionality is very minimal and has nothing to need to copy.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) 	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports	Web: Interface components in Marketplace are properly defined and labeled, and screen readers can determine their current state. Electronic Docs: Components in the docs are properly labeled. Authoring Tool: Marketplace Excel spreadsheets do not have interactive elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.4 (Web) 	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A	Web: Marketplace does not contain live audio content. Electronic Docs: Marketplace non-web documents do not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Authoring Tool: Not Applicable	Authoring Tool: Marketplace non-web documents do not contain live audio content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Not Applicable	Web: In Marketplace sims with story videos, they use a track element to provide audio descriptions. We have a custom implementation that inserts description text into an HTML element that has aria-live attributes, so it announces the text to screen reader software. When a user is using a screen reader, the screen reader reads the audio description at the right time automatically. Electronic Docs: These contain no video content. Authoring Tool: These contain no video content.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: No content has restrictions on view orientation. Electronic Docs: No content has restrictions on device view orientation. Authoring Tool: No content has restrictions on device view orientation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Supports	Web: Account creation and log-in uses the autocomplete attribute on input fields according to the available attributes https://developer.mozilla.org/en-US/docs/Web/HTML/Attributes/autocomplete . Electronic Docs: They contain no interactive components. Authoring Tool: They contain no interactive components.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Text and images of text in Marketplace are styled to meet the required contrast ratios. Electronic Docs: Text is styled to meet the required contrast ratios. Authoring Tool: Text is styled to meet the required contrast ratios.
<p>1.4.4 Resize text (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 	Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Marketplace supports browser zooming without loss of content or functionality. Electronic Docs: Support zooming without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Authoring Tool: The Excel spreadsheets support zooming without loss of content or functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports	Web: Marketplace uses text rather than images of text, except where text images are permissible and essential, as in logos or maps. Images of text are always presented with alternative text that states any text in the image. Electronic Docs: The electronic docs use text rather than images of text, except where text images are permissible. Authoring Tool: Marketplace Excel spreadsheets only contain text.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports	Web: Currently the software requires pinch and zoom below 1000 pixels screen width. Electronic Docs: Word documents support view options which reflow. For the other document types the 2-dimensional layout is essential to the content. Authoring Tool: For exported spreadsheets and pngs the 2-dimensional layout is essential to the content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: User interface components, icons, and images required for understanding meet at least 3:1 contrast against their backgrounds.</p> <p>Electronic Docs: Graphical objects required for understanding meet at least 3:1 contrast.</p> <p>Authoring Tool: Exported graphs meet at least 3:1 contrast against their backgrounds.</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: While the majority of the software supports text spacing adjustments, a few places do not. A work around is to use a laptop or larger monitor.</p> <p>Electronic Docs: This only applies to HTML markup.</p> <p>Authoring Tool: Spreadsheets support adjusting text spacing.</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: Content only rarely appears on receiving focus and when it does it is persistent.</p> <p>Electronic Docs: There is no interactive component.</p> <p>Authoring Tool: Spreadsheets and pngs exported have no interactive component.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: All pages in Marketplace can be navigated to using either the main tree menu, a search of this menu, or previous/next buttons which step through the pages in order. Additionally, some screens provide “Quick Links” which are links to relevant pages, contained in a complementary menu widget. For keyboard navigation a jump menu (skip links) are provided at the beginning of the page for quick access to page sections.</p> <p>Electronic Docs: Not required.</p> <p>Authoring Tool: Navigation of Excel files is handled by an external application such as Microsoft Excel.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Marketplace lectures and pages are organized by HTML headings for easier browsing, and forms are labeled for optimal clarity.</p> <p>Electronic Docs: Word documents have headings, and any editable fields have informative labels. PowerPoint files have descriptive slide titles. Excel files have properly labeled editable fields and associated table headers.</p> <p>Authoring Tool: The third-party library (https://github.com/PHPOffice/PhpSpreadsheet) we use to allow export currently does not support making a true table with properly defined column headers. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: We use default HTML focus indicator to ensure visible focus, and a number of interface components use custom styling to maximize visibility and contrast in all browsers.</p> <p>Electronic Docs: Permit visible focus on all keyboard-accessible elements.</p> <p>Authoring Tool: Permit visible focus on all elements.</p>
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: If the user keeps the chat/email window open, then it can obscure certain items receiving focus. A work around is to minimize the chat/email window, which will notify the user of new communications.</p> <p>Electronic Docs: There is no interactive component in the content.</p> <p>Authoring Tool: Exported spreadsheets have no obscured focus.</p>
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: No action requires dragging movements.</p> <p>Electronic Docs: No action requires dragging movements.</p> <p>Authoring Tool: No action requires dragging movements.</p>
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Interactive components do not all meet the minimum 24x24 CSS pixel size.</p> <p>Electronic Docs: There are no interactive components.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Authoring Tool: Exported spreadsheets contain no interactive components.</p> <p>Web: For the English version, any passages containing text in different languages are appropriately specified using the HTML language attribute. Marketplace levels available in other languages have translations provided by contributors, and we currently have no way to track parts that may remain in English. A workaround is to set the game to English and translate problem text from that version.</p> <p>Electronic Docs: Marketplace docs are in a consistent language. Per https://www.section508.gov/create, the documents are in one language, English, and therefore no language of parts applies.</p> <p>Authoring Tool: Per https://www.section508.gov/create, the spreadsheets are in one language, English, and therefore no language of parts applies.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Marketplace navigation components are designed with consistent layout and order.</p> <p>Electronic Docs: Does not apply to non-web docs.</p> <p>Authoring Tool: Does not apply to non-web docs.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) – Does not apply to non-web docs <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Marketplace components use a consistent naming scheme.</p> <p>Electronic Docs: Does not apply to non-web docs.</p> <p>Authoring Tool: Does not apply to non-web docs.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: N/A</p> <p>Closed: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web: Marketplace input error messages are written to offer suggestions and guidance specifically tailored to a particular error in the context of Marketplace teaching goals.</p> <p>Electronic Docs: These files do not have Marketplace error states.</p> <p>Authoring Tool: These files do not have Marketplace error states.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: N/A Closed: N/A Authoring Tool: Supports</p>	<p>Web: For legal/financial/data decisions, Marketplace forms give users the opportunity to review and amend input mistakes before submitting and provide a checkbox in addition to a submit button.</p> <p>Electronic Docs: These files do not have forms that can be submitted.</p> <p>Authoring Tool: These files do not have forms that can be submitted.</p>
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Supports</p>	<p>Web: Pasting into the user and password fields from a 3rd party app works. For new accounts a CAPTCHA uses object recognition. 2FA is not required at this time.</p> <p>Electronic Docs: There is no authentication required.</p> <p>Authoring Tool: There is no authentication required.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Status updates have an appropriate ARIA notification.</p> <p>Electronic Docs: Do not have Marketplace defined status events.</p> <p>Authoring Tool: Do not have Marketplace defined status events.</p>

Table 3: Success Criteria, Level AAA

Notes: Level AAA was not evaluated at this time.

Revised Section 508 Report

Notes: Marketplace student software is designed to meet Section 508 criteria.

Chapter 3: Functional Performance Criteria (FPC)

Notes: To determine which parts of 508 apply we followed the guidelines at <https://www.section508.gov/buy/determine-ict-standards>. We defined Marketplace Student software as web-based software. Therefore 302, 502, 503, 602, 603 apply. Since minor aspects of Marketplace Student software are authoring tools, 504 additionally applies. We make available to instructors optional, supplementary electronic documents for class use. For the purposes of the 508 section we have considered them electronic content. According to the linked guidelines they must meet 602 and 603 (they are more distinctly reported in the previous WCAG 2.0 tables as electronic docs).

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Marketplace software is navigable without requiring user vision. One optional feature to export Excel spreadsheets from within the simulation relies on a third-party library (https://github.com/PHPOffice/PhpSpreadsheet) which currently does not support making a true table with properly defined headers. But the data is present, organized, and navigable. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.
302.2 With Limited Vision	Partially Supports	Marketplace software can be used in cases where user has limited vision. One optional feature to export Excel spreadsheets from within the simulation relies on a third-party library (https://github.com/PHPOffice/PhpSpreadsheet) which currently does not support making a true table with properly defined headers. But the data is present, organized, and navigable. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.
302.3 Without Perception of Color	Supports	Marketplace does not require perception of color for successful operation. Differentiation between elements never relies on color alone.
302.4 Without Hearing	Supports	Marketplace does not require user hearing for successful operation. All audio information is available in visual and text equivalents.
302.5 With Limited Hearing	Supports	Marketplace can be successfully operated in cases where user has limited hearing. All audio information is available in visual and text equivalents.
302.6 Without Speech	Supports	Marketplace does not require user speech control for successful operation. There are no speech dependent components in Marketplace.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Marketplace does not have components that require fine motor control or simultaneous manual operations. Components in Marketplace can be accessed and manipulated for optimum success using simple keyboard inputs.
302.8 With Limited Reach and Strength	Supports	Marketplace can be operated successfully in cases where user has limited reach and strength. Components in Marketplace can be accessed and manipulated using simple keyboard inputs.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	All Marketplace content is organized with a logical structure and clear, consistent labeling. There are no automatic, continuous animations or sounds that cannot be easily disabled.

Chapter 4: [Hardware](#)

Notes: Marketplace has no hardware component.

Chapter 5: [Software](#)

Notes: Following the guidelines at <https://www.section508.gov/buy/determine-ict-standards>, chapter 5 reports on our web-based software. The aspects that are authoring tools are described only in 504 Authoring Tools. What we consider our web-based software is the main simulation software for students. The optional features that are authoring tools are the ability to export game data to spreadsheets, and upload a team and user avatar.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Marketplace allows users to control features that are defined as accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	Marketplace does not disrupt the browser’s built-in accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Content in Marketplace is well labeled and organized with defined roles that can be programmatically determined by accessibility tools.
502.3.2 Modification of Object Information	Supports	Users can access and modify screens, forms, and interactive objects with the help of assistive technology.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	Marketplace uses HTML markup and ARIA labeling to properly associate table headers, rows, and columns.
502.3.4 Values	Supports	Marketplace data values can be determined programmatically. In all line charts for example, each point value can be read using a screen reader tool.
502.3.5 Modification of Values	Supports	All values can be set using assistive technologies.
502.3.6 Label Relationships	Supports	Elements are labeled using HTML and ARIA attributes.
502.3.7 Hierarchical Relationships	Supports	HTML headings, nested lists, regions, and landmarks, are used to define and establish hierarchical relationships.
502.3.8 Text	Supports	All text that is presented as a graphic is available in an alt text attribute.
502.3.9 Modification of Text	Supports	All text-based forms that Marketplace requires users to fill can be filled using assistive technology.
502.3.10 List of Actions	Supports	Lists of actions and other instructions are available to users of any assistive technology.
502.3.11 Actions on Objects	Supports	Any objects that require user action have alternative means for users of assistive technology to execute the required action.
502.3.12 Focus Cursor	Supports	Marketplace primarily uses standard HTML focus styling, and in some cases uses custom styling to help user track focus on interface components.
502.3.13 Modification of Focus Cursor	Supports	Text insertion location can be determined and controlled programmatically by users of assistive technology.
502.3.14 Event Notification	Supports	Marketplace uses ARIA attributes to notify users of assistive technology of important changes due to events.
502.4 Platform Accessibility Features	Supports	Marketplace uses browser-supported HTML and CSS as its platform, and all necessary accessibility features are well supported and documented.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Marketplace supports the ability of users to change display preferences through their web browser.
503.3 Alternative User Interfaces	Supports	Any alternative accessibility solutions used by Marketplace are deployed using industry standard accessibility services.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Marketplace uses native HTML video elements which support built-in accessible user controls for captions.

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Supports	Marketplace audio descriptions are played automatically when videos are watched while using a screen reader.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Partially Supports	One optional feature to export Excel spreadsheets from within the simulation relies on a third-party library (https://github.com/PHPOffice/PhpSpreadsheet) which currently does not support making a true table with properly defined headers. But the data is present, organized, and navigable. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.
504.2.2 PDF Export	Not Applicable	Marketplace is not an authoring tool that can export PDF files.
504.3 Prompts	Partially Supports	User uploaded files are very narrowly used in Marketplace. Because of the context on display page, additional labeling can be achieved automatically, and prompting is not necessary.
504.4 Templates	Not Applicable	Marketplace is not a complex authoring tool. There are no templates used.

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

Notes: Marketplace Simulations has a support desk reachable by phone and email. Following the guidelines at <https://www.section508.gov/buy/determine-ict-standards>, chapter 6 reports on our support documentation and services and other supporting electronic content. We defined the optional, supplementary electronic documents we make available to instructors for class use as electronic content, and they are more distinctly reported on in the WCAG tables. We used the guidelines available at <https://www.section508.gov/create> to create this electronic content.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Marketplace openly shares its Accessibility Statement and conformance reports which describe accessibility features in detail. We also describe some features on our website,

Criteria	Conformance Level	Remarks and Explanations
		and have compiled videos of meeting certain criteria, and screen reader navigation instructions. Users may contact accessibility@marketplace-simulation.com for assistance with specific features or to get answers to questions.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Marketplace support is also available through phone or email.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Users can contact support via email or phone (TDD/TTY not directly supported). Support personnel have limited training with accessibility issues, but can involve more knowledgeable Marketplace employees to identify solutions.
603.3 Accommodation of Communication Needs	Supports	Marketplace support can be reached via phone or email at +1 (865) 522-1946 or accessibility@marketplace-simulation.com .

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Marketplace software is navigable without requiring user vision. One optional feature to export Excel spreadsheets from within the simulation relies on a third-party library (https://github.com/PHPOffice/PhpSpreadsheet) which currently does not support making a true table with properly defined headers. But the data is present, organized, and navigable. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.
4.2.2 Usage with limited vision	Partially Supports	Marketplace software can be used in cases where user has limited vision. One optional feature to export Excel spreadsheets from within the simulation relies on a third-party library (https://github.com/PHPOffice/PhpSpreadsheet) which currently does not support making a true table with properly defined headers. But the data is present, organized, and navigable. We have employed an alternative technique that works for NVDA and JAWS, but not for VoiceOver. If needed, a workaround is to access the data from within the web version.
4.2.3 Usage without perception of colour	Supports	Marketplace does not require perception of color for successful operation. Differentiation between elements never relies on color alone.
4.2.4 Usage without hearing	Supports	Marketplace does not require user hearing for successful operation. All audio information is available in visual and text equivalents.
4.2.5 Usage with limited hearing	Supports	Marketplace can be successfully operated in cases where user has limited hearing. All audio information is available in visual and text equivalents.
4.2.6 Usage with no or limited vocal capability	Supports	Marketplace does not require user speech control for successful operation. There are no speech dependent components in Marketplace.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Marketplace does not have components that require fine motor control or simultaneous manual operations. Components in Marketplace can be accessed and manipulated for optimum success using simple keyboard inputs. The main exception is that the software does not reflow on mobile which requires pinch/zoom. The workaround is to use a screen larger than 1000 pixels wide.

4.2.8 Usage with limited reach	Supports	Marketplace can be operated successfully in cases where user has limited reach and strength. Components in Marketplace can be accessed and manipulated using simple keyboard inputs.
4.2.9 Minimize photosensitive seizure triggers	Supports	Marketplace adjusted all videos guided by the PEAT tool and does not flash content more than 3 times to minimize the potential for triggering seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	All Marketplace content is organized with a logical structure and clear, consistent labeling. There are no automatic, continuous animations or sounds that cannot be easily disabled. Timing can be extended.
4.2.11 Privacy	Supports	Marketplace enables the same level of control over personal data regardless of use of accessibility technology. Any audio can use headsets and with closed captioning users can play the game silently.

Clause 5: [Generic Requirements](#)

Notes: The Web Application supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

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

Notes: The Application does not offer two-way voice communication and is therefore not subject to the requirements of this section.

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

Notes: Certain simulation products are offered with “Story Videos”. Not all simulation products contain video.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Videos have closed captions that are implemented using standard HTML, and can be viewed on any modern browser. They are available in the browser’s native player and can be turned on and off.
7.1.2 Captioning synchronization	Partially Supports	The closed captioning is synchronized with the audio as closely as possible using browser native players. Most are within the 100ms timestamp of the caption.
7.1.3 Preservation of captioning	Supports	Video with synchronized audio is not transmitted, converted, or recorded.
7.1.4 Captions characteristics	Does Not Support	Captions are presented as real text but are limited to the functionality of the browser’s native player.

7.1.5 Spoken subtitles	Partially Supports	While the closed captioning is only available through the user's browser's native player, the writing style of the video scripts allows the audio to function as spoken subtitles. This is because the videos are simple, most are narrated, and have no overlapping dialog.
7.2.1 Audio description playback	Supports	Videos use a track element to provide audio descriptions. We use a custom implementation that inserts the audio description text into an HTML element with ARIA attributes that announce the text to screen reader software. When a user is using a screen reader, the screen reader reads the audio description at the right time automatically.
7.2.2 Audio description synchronization	Supports	Synchronization is preserved with standard format VTT files.
7.2.3 Preservation of audio description	Supports	Video with synchronized audio is not transmitted, converted, or recorded.
7.3 User controls for captions and audio description	Not Applicable	Controls are available in the native player of the user's browser, which provides standard access. However, videos in Marketplace are only supplementary and it is not the primary purpose of the web application.

Clause [8: Hardware](#)

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

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

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

Notes: Supplemental and optional non-web documents are available for instructors to use with their students.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	Non-web documents from Marketplace do not contain audio or synchronized video.
10.6 Audio description timing	Supports	Non-web documents from Marketplace do not contain synchronized video.

Clause [11: Software](#)

Notes: This section is not applicable as the application is not a platform software.

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

Notes: Marketplace has a support help desk with phone and email support.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Partially Supports	Marketplace openly shares its Accessibility Statement and conformance reports which describe accessibility features in detail. We also describe some features on our website, and have compiled videos of meeting certain criteria, and screen reader navigation instructions. Users may contact accessibility@marketplace-simulation.com for assistance with specific features or to get answers to questions.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does Not Support	Users can contact support via email or phone (TDD/TTY not directly supported). Support personnel have limited training with accessibility issues, but can involve more knowledgeable Marketplace employees to identify solutions.
12.2.3 Effective communication	Supports	Students can communicate with Support through email or phone call to accommodate most students. Marketplace global distributors are available for communication in certain non-English languages.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: Marketplace does not provide relay function or emergency service access.

Legal Disclaimer (Company)

The information herein is provided in good faith at the time of the review and does not represent a legally binding claim. Please contact us at accessibility@marketplace-simulation.com to report any errors or ask for additional information.

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