# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
   * Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

| Vendor Name | Credly Inc. |
| --- | --- |
| Product Name | Acclaim |
| Product Version | Acclaim |
| Completion Date | 9/27/2023 |
| Contact Name/Title | *Archana Chandrasekar / Compliance Manager* |
| Contact Email/Phone | [legal@credly.com](mailto:legal@credly.com) / 800-841-5890 |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| 1.4.1 Use of Color | Closed | Deferred |  |  | There are some instances where this is denoted through font weights, but not a distinguishing visual element or action language |
| 2.2.1 Timing Adjustable | Closed | Deferred |  |  | There are instances where confirmation messages appear and are removed based on timing that cannot be adjusted. Credly’s platform does not provide warnings on session time outs. |
| 3.3.1 Error Identification | Closed | Deferred |  |  | Credly’s platform provides labels and errors. However, there are some instances where the errors are not specifically identified due to security concerns. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Closed | Deferred |  |  | Credly’s platform contains words and concepts that may be difficult to understand or comprehend for cognitively impaired individuals. |

## Additional Information:

We have a published VPAT, which is attached for your review.

Credly is the industry leader in digital credentialing and we listen very carefully to what the market and our customers need in order to maintain successful credentialing programs.

We offer accessibility features and promote inclusivity for all users.

Our platform is designed with a focus on providing a positive experience for badge issuers and earners. That is why our customer, [NSITE](https://learn.credly.com/case-study/nsite-driving-inclusion), who trains blind and visually impaired individuals has provided positive feedback. Their team finds the platform easy to navigate with no accessibility challenges for either the instructional materials made available to badge earners or the platform itself. You can read the case study here -

<https://learn.credly.com/case-study/nsite-driving-inclusion>

Credly is a SaaS platform. Our Credly product team has releases every Wednesday with varying changes to the improve the product.

We encourage our customers to provide feedback to their Customer Success Manager who will feed ideas into roadmap discussions internally.

Credly’s earner support hours are Monday through Friday 8AM-5PM CST, excluding weekends and holidays. Our team is spread out and we do receive support coverage from two team members in the UK and Australia so times do very.

We also have a robust online help center for immediate questions available 24/7/365 at <https://support.credly.com/>