Docebo Accessibility Conformance Report - Course page and training materials

International Edition - (Based on VPAT® Version 2.5)

Name of product/version: Docebo platform version 2024.26.1
Report date: December 12, 2024
Document version: 7.0
Product description: Docebo is an easy-to-use, highly configurable and affordable learning platform with the end-to-end capabilities and critical functionality needed to train internal and external workforces, partners, and customers.
Contact email: accessibility@docebo.com

Scope of this document

This Docebo Accessibility Conformance Report is a document that Docebo publicly undertakes to clearly identify the state of compliance of the platform with WCAG 2.2 standards, level AA (with references also to European Telecommunications Standards Institute EN 301 549 and US Federal Government Revised 508 Standards) for the Docebo platform.

This Docebo Accessibility Conformance Report applies to the training content and learning players for the learner role only, since the platform is accessible from the learner's point of view only. It does not apply to the content providers and platform administration.

As for the learner role, we consider the platform's core functionality in terms of accessing and attending the courses and content included in the learner's learning path. At the moment, other learner features are explicitly excluded. Accessibility has been implemented for Docebo 7.0, and it is not available on Docebo 6.9.

The conformance assessment is based on an audit conducted by UsableNet, combined with Docebo's internal analysis, and applies to the following pages and training materials:

Course catalog

- E-learning courses
- Instructor-Led Training (ITL) courses
- Learning plans
- Content partner widget
- Course details widget
- Skills development widget
- Instructor widget
- Course syllabus widget

- Suggested for you widget

Course player

- E-learning courses
- ITL courses
- Learning plans
- Course details widgets (description, tags, skills, and additional fields)
- Instructor course widget
- Content partner widget
- Lesson details widget (description, tags, skills, and additional fields)
- Iframe widget

Tools and features

- Course with e-signature

Training materials

- SCORM
- AICC
- xAPI (TinCan)
- Videos
- Files
- Elucidat
- Google Drive
- LTI
- HTML pages
- Surveys
- Tests
- Checklists
- Assignments
- Files
- Slides

Please note that the following elements and functionalities are not yet accessible:

- Slides training material: although the slide player is accessible, at the moment the Docebo platform prevents the upload of accessible slides also if the content author uploads them in an accessible format. Docebo is aware of this issue and a solution is in evaluation.
- The course widgets not included in the Scope of this document list (file repository area, questions and answers, and comments).
- Playlist pages
- Informal content in courses

Please note also that Docebo is not responsible for:

- any change applied to colors via custom CSS or via the [Configure branding look menu](#) of the platform.
- content author actions and created content.

Evaluation methods used

- Tool-Based Testing **(TBT):** [UsableNet AQA (opens in a new tab)](#) automatic evaluations.
- Assistive Technology Previews **(ATP):** [UsableNet AQA (opens in a new tab)](#) tools helping manual tests grayscale, text spacing, accessibility labels.
- Manual Accessibility Testing **(MAT)**: Keyboard testing with visual focus; videos; screen reader testing; inspection.

Applicable standards/guidelines

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

Applicable standards/guidelines table

Standard/Guideline	Included in report
[Web Content Accessibility Guidelines 2.0 (opens in a new tab)](#)	Level A (Yes) Level AA (Yes) Level AAA (No)
[Web Content Accessibility Guidelines 2.1 (opens in a new tab)](#)	Level A (Yes) Level AA (Yes) Level AAA (No)
[Web Content Accessibility Guidelines 2.2 (opens in a new tab)](#)	Level A (Yes) Level AA (Yes) Level AAA (No)

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 be used only in WCAG 2.1 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- **EN 301 549:** Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- **Revised Section 508:** Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements (opens in a new tab).

Table 1: Success Criteria, Level A

Criteria	Conformance level	Docebo remarks and explanations

| 1.1.1 Non-text Content (opens in a new tab) (Level A)

Also applies to:
EN 301 549 Criteria

- 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)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Partially supports | Generally, in Docebo platform's course pages and training materials meaningful non-text content is presented to the user with a text alternative that serves an equivalent purpose, while decorative non-text content is hidden to assistive technologies in all of the areas listed in the Scope of this document chapter.

However, there are a few exceptions:

- Informative icons for target blank links are missing the accessible name.
- Some decorative images provide role image
- Blank slate images in dashboard widgets are missing the *alt* attributes.
- The training material slides do not provide alternative text for images. |
| --- | --- | --- |

| 1.2.1 Audio-only and Video-only (Prerecorded) (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

- 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)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Supports | Docebo platform's course pages and training materials do not provide pre-recorded content within the platform. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.

Video content closed captioning is supported and available for content authors. Closed captioning is referred to as subtitles on the platform. Refer to Docebo Help.

Transcripts can be made available on your platform as HTML content within the course. Refer to Docebo Help. |

| 1.2.2 Captions (Prerecorded) (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

- 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

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Supports | The Docebo platform's course pages and training materials do not provide pre-recorded content within the platform. Content can be uploaded (file upload or screen recording) by content authors who are the sole responsible for the accessibility of the content they upload.

Closed captioning is supported and available for content authors. Closed captioning is referred to as subtitles on the platform. Refer to Docebo Help. |

[1.2.3 Audio Description or Media Alternative (Prerecorded) (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	Docebo platform's course pages and training materials do not provide pre-recorded content within the platform in all of the areas listed in the Scope of this document chapter. Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload. Transcripts can be made available on the platform as HTML content within the course. [Refer to Docebo Help](#).

| 1.3.1 Info and Relationships (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

● 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)

Revised Section 508

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Partially supports | Generally, the Docebo platform uses standard HTML and WAI-ARIA attributes in all the areas listed in the **Scope of this document** chapter. Information, structure and relationships conveyed through the visual presentation are determined programmatically or are available in text form.

However, there are a few exceptions:

● Some headings are missing levels or misordered, and some are used for visual effect.
● Text areas in dashboard widgets are implemented by using the Froala editor. For more information about accessibility of the tool refer to the Froala editor (opens in a new tab) .
● The session event list has incorrect parent and child elements in list.
● The carousel component is not fully accessible but no barrier prevents users who use assistive technologies from accessing the content.
● In list items, some information are available only to the sighted user or only to non-sighted user.
● In catalog cards, the old price is not exposed to assistive technologies.
● In the course player pages, tabs are not properly implemented. |

		- The menu element refers to a missing component or has an empty reference and owned elements don't match the menu items. - In error pages, heading are not managed properly. - The expandable content and accordion components have some accessible issues.
[1.3.2 Meaningful Sequence (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Generally, the Docebo platform provides content in a meaningful sequence across the Scope of this document chapter. However, there are a few exceptions: - Some "Show more" button does not have a meaningful sequence. - The overview page presents the sidebar before the content of the course.

[1.3.3 Sensory Characteristics (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The Docebo platform does not use color as a unique visual means to convey information, show an action, prompt a response, or distinguish a visual element in all of the areas listed in the Scope of this document chapter. Docebo is not responsible for content author actions and created content. [Refer to Docebo Help](#).

| 1.4.1 Use of Color (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

- 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)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Partially supports | Generally, the Docebo platform does not use color as a unique visual means to convey information, show an action, prompt for a response, or distinguish a visual element in all of the areas listed in the Scope of this document chapter. Textual representation is always used as the primary mechanism for conveying information.

However, there are a few exceptions:

- Links, a few controls, and their statuses can only be identified using color.

Docebo is not responsible for any change applied to colors via custom CSS or via the Configure branding look menu of the platform.

Docebo is not responsible for content author actions and created content. Refer to Docebo Help. |

| 1.4.2 Audio Control (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

- 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

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Supports | By default, the Docebo platform does not present content that plays automatically in all of the areas listed in the **Scope of this document** chapter.

The content author can turn on the autoplay media options.

Docebo is not responsible for content author actions and created content. Refer to Docebo Help. |

| 2.1.1 Keyboard (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

- 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

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Partially supports | Generally, the content available in the Docebo platform is operable through keyboard navigation in all the areas listed in the Scope of this document chapter.

However, there are a few exceptions:

- In carousels and horizontal tabs, arrow buttons cannot be operable via keyboard but barriers prevent users that use assistive technologies from accessing the content.
- In the lesson details area, the tag links are operable with the keyboard only if the content is expanded.

Docebo is not responsible for content author actions and created content. Refer to Docebo Help. |

| 2.1.2 No Keyboard Trap (opens in a new tab) (Level A)

Also applies to:

EN 301 549 Criteria

● 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)
● 12.1.2 (Product Docs)
● 12.2.4 (Support Docs)

Revised Section 508

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Supports

(Updated from *Partially Supports* in Docebo Accessibility Conformance Report V6.3) | The Docebo platform ensures that users can navigate all interactive elements using only the keyboard and are not trapped in any part of the interface. |

[2.1.4 Character Key Shortcuts (opens in a new tab)](#) (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 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	Partially supports (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	Generally, the Docebo platform does not use single character key shortcuts that could interfere with standard keyboard actions or cause unintended behavior. However, there are a few exceptions: ● In video lessons, the video player character key shortcuts are available and cannot be turned off.

[2.2.1 Timing Adjustable (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	Generally, the Docebo platform does not contain any task or content that is time-sensitive or requires time adjustments in all of the areas listed in the Scope of this document chapter. However, there are a few exceptions: The toast notification message disappears automatically.

[2.2.2 Pause, Stop, Hide (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	

[2.3.1 Three Flashes or Below Threshold (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

2.4.1 Bypass Blocks (opens in a new tab) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 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) Revised Section 508 ● 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	Supports	

	Partially supports	
[2.4.2 Page Titled (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Generally, the Docebo platform provides a proper page title for all the platform pages in all the areas listed in the Scope of this document chapter. However, there are a few exceptions: • In error pages, and in the My courses and learning plans page, the page title is not meaningful.

	Partially supports	
[2.4.3 Focus Order (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Generally, in the Docebo platform, the focus moves between components following the visual order of the elements in the user interface or in a sequence that preserves their meaning and operability in all of the areas listed in the Scope of this document chapter. However, there are a few exceptions: • In the course player page, focusable components in the navigation tab bar do not follow a meaningful and operable focus order. • The expandable content component does not follow a meaningful and operable focus order. • In the rating dialog after the rate submission, the focus does not follow a meaningful and operable focus order.

[2.4.4 Link Purpose (In Context) (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform provides links that clearly indicate their purpose, in context in all of the areas listed in the [Scope of this Document](#) chapter. Compliance note: ● The title attribute for the tag link in the Lessons details is not properly used. Given the minimal impact, this criterion Docebo can be considered Supported.

| 2.5.1 Pointer Gestures (opens in a new tab) (Level A 2.1 only)

Also applies to:

EN 301 549 Criteria

● 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 | Supports

(Updated from *Not applicable* in Docebo Accessibility Conformance Report V6.3) | The Docebo platform does not provide tasks that require only pointer gestures.

 In the venue details dialog, it is possible to navigate the location by using Google Maps. For more information refer to Accessibility in Google Maps (opens in a new tab). |

[2.5.2 Pointer Cancellation (opens in a new tab)](#) (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Supports	

| 2.5.3 Label in Name (opens in a new tab) (Level A 2.1 only)

Also applies to:

EN 301 549 Criteria

- 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)

Revised Section 508 – Does not apply | Partially supports | Generally, the Docebo platform provides words that visually label a component, which are also the words associated with that component programmatically in all the areas listed in the Scope of this document chapter.

However, there are a few exceptions:

- In some list item components, the accessible name does not contain the visible label of the UI component.
- In the assignment training material, the accessible name of the Upload options button does not contain the visible label of the UI component.
- In the data browser and the course header dropdown buttons, the accessible name does not contain the visible label of the form control. |

[2.5.4 Motion Actuation (opens in a new tab)](#) (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 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) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports (Updated from *Not applicable* in Docebo Accessibility Conformance Report V6.3)	

[3.1.1 Language of Page (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	

[3.2.1 On Focus (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria - 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 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Partially supports (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform ensures that when a user interface component receives or loses focus, it does not trigger a change of context (e.g., automatic navigation or unexpected actions) across all of the areas listed in the Scope of this document chapter. However there is an exception - The page input in the paginator is submitted when it loses focus (on blur).

[3.2.2 On Input (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria - 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 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	

[3.2.6 Consistent Help (opens in a new tab)](#)(Level A 2.2 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	

3.3.1 Error Identification (opens in a new tab) (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	

[3.3.2 Labels or Instructions](#) (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform provides labels and instructions that visually identify each component, with programmatically associated labels that match across all of areas listed in the Scope of this document chapter.
[3.3.7 Redundant Entry (opens in a new tab)](#)(Level A 2.2 only) ● EN 301 549 Criteria – Does not apply ● Revised Section 508 – Does not apply	Supports	

[4.1.1 Parsing (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria - 9.4.1.1 (Web) - 10.4.1.1 (Non-web document) - 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 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	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 (opens in a new tab)](#) and the [WCAG 2.1 Editorial Errata (opens in a new tab)](#).

	Partially supports	
[4.1.2 Name, Role, Value (opens in a new tab)](#) (Level A) Also applies to: EN 301 549 Criteria ● 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) – Not required ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Generally, the Docebo platform ensures that Assistive Technologies (AT) can gather information about, activate (or set), and keep up to date on the status of user interface controls in the content across all the areas listed in the Scope of this document chapter. However, there are a few exceptions: ● The rating component control has not been properly managed. ● A few buttons that trigger menus, overlays, or dialogs have not been properly managed. ● Accordion buttons have not been properly managed. ● The element is not an appropriate menu item for containing the menu or menubar. ● Some info within content list items has been improperly marked as hidden. ● In the course player page, the navigation tab bar has an improper role.

Table 2: Success Criteria, Level AA

WCAG 2.x Success Criteria, Level AA

Criteria	Conformance Level	Remarks And Explanations
1.2.4 Captions (Live) (opens in a new tab) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Not applicable* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform enables live captioning via integrations with webinar tools (Zoom, GoToMeeting, Webex, Adobe Connect, and Microsoft Teams) depending on the capabilities of each platform.

| 1.2.5 Audio Description (Prerecorded)(opens in a new tab) (Level AA)

Also applies to:

EN 301 549 Criteria

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

Revised Section 508

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Supports

(Updated from *Does not support* in Docebo Accessibility Conformance Report V6.3) | The Docebo platform does not provide pre-recorded content within the platform in all of the areas listed in the Scope of this document chapter.

Content can be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.

Transcripts can be made available on the platform as HTML content within the course. Refer to Docebo Help. |

1.3.4 Orientation (opens in a new tab) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	

1.3.5 Identify Input Purpose (opens in a new tab) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 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	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	

| 1.4.3 Contrast (Minimum) (opens in a new tab) (Level AA)

Also applies to:

EN 301 549 Criteria

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

Revised Section 508

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Partially supports | The Docebo platforms, which were activated after May 25, 2021, come with a default set of colors to ensure that the experience is accessible and usable for all users. The platforms activated **before** May 25, 2021, can configure the accessible set of colors as described in Docebo Help.

However, there are a few exceptions:

● Button colors on hover and focus states lack sufficient contrast between the new background and the white text.
● In observation checklist training material the Leave checklist button has an improper contrast ratio.
● Some input text field components do not have a background specified.

Docebo is not responsible for any change applied to colors via custom CSS or the platform's Configure branding look menu. |

| 1.4.4 Resize text (opens in a new tab) (Level AA)

Also applies to:

EN 301 549 Criteria

● 9.1.4.4 (Web)
● 10.1.4.4 (Non-web document)
● 11.1.4.4.1 (Open Functionality Software)
● 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

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Partially supports | Generally, the Docebo platform ensures that content remains accessible and readable when resized up to 200% without loss of functionality or content being cut off across all of the areas listed in the Scope of this document chapter.

However, there are a few exceptions:

● In the learning plan progress popover in the course player, resizing the content up to 200 percent causes it to be cut off. |

[1.4.5 Images of Text (opens in a new tab)](#) (Level AA) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports ------------------------ Partially supports	The Docebo platform does not provide images of text to convey information within the platform in all the areas listed in the Scope of this document chapter. [Thumbnails and header images](#) are decorative elements implemented as background, making them invisible from screen readers in all of the areas listed in the Scope of this document chapter. For more details, refer to the [Creating accessible content article of](#) Docebo Help. --- For courses using slide training materials, the criterion is declassed to *Partially supports*. ● Although the slide player is accessible, Docebo's learning platform currently prevents accessible slides from loading. The slides are images and do not provide alternative text.

| 1.4.10 Reflow (opens in a new tab) (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 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 | Partially supports | Generally, the Docebo platform presents content without loss of information or functionality with one-dimensional scrolling, and without requiring scrolling in two dimensions in all of the areas listed in the Scope of this document chapter.

However, there are a few exceptions:

- Resizing the content up to 400% in the learning plan progress popover in the course player causes it to be cut off.
- Resizing the content up to 400% in the course overview page causes the notification toast to be cut off.
- Resizing the content up to 400% causes the breadcrumb navigation to not reflow, and its end is cut off.
- Resizing the content up to 400% causes the Rate now button in the rating dialog to be pushed off-screen.
- Zooming the page to 400% or using very small devices causes all the sticky headers to cover other elements

Docebo is not responsible for content author actions and created content. Refer to Docebo Help. |

[1.4.11 Non-text Contrast (opens in a new tab)](#) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Partially supports	The course user flow does not completely support this criterion: ● In the course player, the Next and Previous buttons have an improper color contrast ratio. ● The Froala toolbar buttons have an improper color contrast ratio. Pagination input text bottom line has an improper color contrast ratio.

[1.4.12 Text Spacing (opens in a new tab)](#) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	

| 1.4.13 Content on Hover or Focus (opens in a new tab) (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

● 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)

Revised Section 508 – Does not apply | Partially supports | Generally, the Docebo platform ensures that content activated by hover or focus is visible and easily accessible across all areas listed in the Scope of this document chapter.

However, there are a few exceptions:

● The tooltip component on hover or focus is not perceivable. |

[2.4.5 Multiple Ways (opens in a new tab)](#) (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Supports	

| 2.4.6 Headings and Labels (opens in a new tab) (Level AA)

Also applies to:

EN 301 549 Criteria

- 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)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) | Partially supports | Generally, the Docebo platform ensures that headings and labels are clear and descriptive across all areas listed in the Scope of this document chapter.

However, there are a few exceptions:

- Accordion, expandable content, and the video player button labels are not meaningful.
- In the course player, the Syllabus, Next, and Previous button labels are not fully meaningful.
- In the course player, there is an empty heading. |

2.4.7 Focus Visible (opens in a new tab) (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform ensures that the focus indicator is visible and easily identifiable across all areas listed in the Scope of this document chapter.
2.4.11 Focus Not Obscured (Minimum) (opens in a new tab)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially supports	Generally, the Docebo platform ensures that the focus indicator is not obscured and remains visible across all areas listed in the Scope of this document chapter. ● In all learner areas, some sticky headers, navigation tabs, and footers can obscure focused items. ● The data browser panel obscures focused items in the viewport when the width is below 1024px.

[2.5.7 Dragging Movements (opens in a new tab)](#)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	The Docebo platform does not require dragging movements, therefore this criterion is not applicable.
[2.5.8 Target Size (Minimum) (opens in a new tab)](#)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

| 3.1.2 Language of Parts (opens in a new tab) (Level AA)

Also applies to:

EN 301 549 Criteria

● 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)

Revised Section 508

● 501 (Web)(Software)
● 504.2 (Authoring Tool)
● 602.3 (Support Docs) | Partially supports

(Updated from *Does not support* in Docebo Accessibility Conformance Report V6.3) | Generally, the Docebo platform ensures that the language of different content areas is correctly identified across all areas listed in the Scope of this document chapter.

However, there are a few exceptions:

● In all the learner areas, content titles do not have the *lang* attribute. |

[3.2.3 Consistent Navigation (opens in a new tab)](#) (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Supports	

3.2.4 Consistent Identification (opens in a new tab) (Level AA) Also applies to: ● EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Supports (Updated from *Partially supports* in Docebo Accessibility Conformance Report V6.3)	The Docebo platform ensures that elements are consistently identified across all areas listed in the Scope of this document chapter.

[3.3.3 Error Suggestion (opens in a new tab)](#) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	

[3.3.4 Error Prevention (Legal, Financial, Data) (opens in a new tab)](#) (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	
[3.3.8 Accessible Authentication (Minimum) (opens in a new tab)](#)(Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	The areas in the Scope of this document do not contain authentication forms. The criterion is supported for the other learner areas in scope. Refer to [Docebo Accessibility Conformance Report - Public areas, login process, and built-in pages](#).

[4.1.3 Status Messages (opens in a new tab)](#) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Partially supports (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	Generally, the Docebo platform ensures that status messages are clearly communicated and easily perceivable across all areas listed in the Scope of this document chapter. However, there are a few exceptions: ● Some status messages are missing or not valid

Table 3: Success Criteria, Level AAA

Note: Currently, AAA compliance is not within Docebo current scope. Docebo's focus is to provide an inclusive experience and meet the necessary legal requirements (A and AA), ensuring that all users can safely and effectively access our platform.

Criteria	Conformance level	Docebo remarks and explanations

[1.2.6 Sign Language (Prerecorded) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.2.7 Extended Audio Description (Prerecorded) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.2.8 Media Alternative (Prerecorded) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.2.9 Audio-only (Live) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria– Does not apply	Not evaluated	

Revised Section 508 – Does not apply		
[1.3.6 Identify Purpose (opens in a new tab)](#) (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.4.6 Contrast (Enhanced) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.4.7 Low or No Background Audio (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	

[1.4.8 Visual Presentation (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[1.4.9 Images of Text (No Exception) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	
[2.1.3 Keyboard (No Exception) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.2.3 No Timing (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	

[2.2.4 Interruptions (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.2.5 Re-authenticating (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.2.6 Timeouts (opens in a new tab)](#) (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.3.2 Three Flashes (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	

[2.3.3 Animation from Interactions (opens in a new tab)](#) (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.4.8 Location (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	
[2.4.9 Link Purpose (Link Only) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[2.4.10 Section Headings (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	

[2.5.5 Target Size (opens in a new tab)](#) (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Does not support* in Docebo Accessibility Conformance Report V6.3)	
[2.5.6 Concurrent Input Mechanisms (opens in a new tab)](#) (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[3.1.3 Unusual Words (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated (Updated from *Supports* in Docebo Accessibility Conformance Report V6.3)	

[3.1.4 Abbreviations (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[3.1.5 Reading Level (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[3.1.6 Pronunciation (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	

[3.2.5 Change on Request (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[3.3.5 Help (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	
[3.3.6 Error Prevention (All) (opens in a new tab)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not evaluated	

Revised Section 508 Report

Notes: The evaluation is for a website, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing work being done to optimize the experience for users of assistive technologies and those with other disabilities.

Chapter 3: [Functional Performance Criteria (opens in a new tab)](#) (FPC)

Notes: For further details, refer to the WCAG 2.1 Report section.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Generally, the Docebo platform ensures that individuals who are blind can effectively navigate and interact with all content across areas listed in the Scope of this document chapter. However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.

| 302.2 With Limited Vision | Partially supports | Generally, the Docebo platform ensures that individuals with low vision can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.

Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform. |

302.3 Without Perception of Color	Partially supports	Generally, the Docebo platform ensures that individuals who cannot perceive color can effectively navigate and interact with all content across areas listed in the Scope of this document chapter. However, there are some exceptions. Refer to the WCAG 2.x Report Section for details. Docebo is not responsible for any change applied via custom CSS or via the [Configure branding and look menu](#) of the platform.
302.4 Without Hearing	Supports	The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter. Video can be included in the platform by using the Embedded video widget. Content authors are the sole responsible for the accessibility of the content itself. Refer to the WCAG 2.x Report Section for details.

302.5 With Limited Hearing	Supports	The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter.
		Video can be included in the platform by using the Embedded video widget. Content authors are the sole responsible for the accessibility of the content itself.
		Refer to the WCAG 2.x Report Section for details.
302.6 Without Speech	Not applicable	The Docebo platform does not require speech input to operate or to retrieve information.

| 302.7 With Limited Manipulation | Partially supports | Generally, the Docebo platform ensures that individuals with limited manipulation can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

The platform does not rely on fine motor skills. The user interface and controls feature target areas of 36px, which are significantly larger than the WCAG AA requirement. Additionally, the platform does not require simultaneous actions and provide alternative methods of input, such as standard input mechanisms like user-provided keyboards and pointing devices, to accommodate those who may struggle with precise movements across areas listed in the Scope of this document chapter.

However, there are some exceptions. Refer to the WCAG 2.x Report Section for details. |

| 302.8 With Limited Reach and Strength | Supports | Generally, the Docebo platform ensures that individuals with limited reach and strength can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

All interactive elements are designed for easy reach, featuring target areas of 36px—significantly larger than the WCAG AA requirement. The platform does not require excessive force to operate controls, minimizing strain. Additionally, search functionalities are provided to help users quickly locate content, further reducing navigation effort. Alternative input methods, such as user-provided keyboards and pointing devices, support effective interaction across the designated areas.

Refer to the WCAG 2.x Report Section for details. |

302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	The Docebo platform does not function in a way that is prohibitive to users with cognitive or learning impairment across areas listed in the Scope of this document chapter. However, there are some exceptions. Refer to the WCAG 2.x Report Section for details. Additionally, Docebo provides end-users with disabilities with information on accessibility in Docebo Help. See the Docebo learner guide and the Accessibility in your platform article for further details. End-users with disabilities can open support requests directly at accessibility@docebo.com

Chapter 4: [Hardware (opens in a new tab)](#)

Note: The Docebo platform is a web application and is not subject to the requirements of this section.

Chapter 5: [Software (opens in a new tab)](#)

Note: Not Applicable - The Docebo platform does not include any software.

Chapter 6: [Support Documentation and Services (opens in a new tab)](#)

Note: This report covers accessibility conformance for the Docebo platform and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is partially accessible, but Docebo is working in this direction.

EN 301 549 Report

Notes: The evaluation is for a website, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing

work being done to optimize the experience for users of assistive technologies and those with other disabilities.

Chapter 4: [Functional Performance Statements (opens in a new tab)](#) (FPS)

Criteria	Conformance level	Docebo remarks and explanations
4.2.1 Usage without vision	Partially supports	Generally, the Docebo platform ensures that individuals who are blind can effectively navigate and interact with all content across areas listed in the Scope of this document chapter. However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.

| 4.2.2 Usage with limited vision | Partially supports | Generally, the Docebo platform ensures that individuals with low vision can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.

Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform. |

| 4.2.3 Usage without perception of color | Partially supports | Generally, the Docebo platform ensures that individuals who cannot perceive color can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.

Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform. |
|---|---|---|
| 4.2.4 Usage without hearing | Supports | The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter.

Video can be included in the platform by using the Embedded video widget. Content authors are the sole responsible for the accessibility of the content itself. For more details, refer to Docebo help.

Refer to the WCAG 2.x Report Section for details. |

4.2.5 Usage with limited hearing	Supports	The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter. Video can be included in the platform by using the Embedded video widget. Content authors are the sole responsible for the accessibility of the content itself. [For more details, refer to Docebo help](#). Refer to the WCAG 2.x Report Section for details.
4.2.6 Usage with no or limited vocal capability	Not applicable	The Docebo platform does not require speech input to operate or to retrieve information.

| 4.2.7 Usage with limited manipulation or strength | Supports | The Docebo platform ensures that individuals with limited reach and strength can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

All interactive elements are designed for easy reach, featuring target areas of 36px—significantly larger than the WCAG AA requirement. The platform does not require excessive force to operate controls, minimizing strain. Additionally, search functionalities are provided to help users quickly locate content, further reducing navigation effort. Alternative input methods, such as user-provided keyboards and pointing devices, support effective interaction across the designated areas.

Refer to the WCAG 2.x Report Section for details. |

| 4.2.8 Usage with limited reach | Partially supports

(Updated from *Not evaluated* in Docebo Accessibility Conformance Report V6.3) | Generally, the platform ensures that individuals with limited manipulation can effectively navigate and interact with all content across areas listed in the Scope of this document chapter.

The platform does not rely on fine motor skills. The user interface and controls feature target areas of 36px, which are significantly larger than the WCAG AA requirement. Additionally, the platform does not require simultaneous actions and provide alternative methods of input, such as standard input mechanisms like user-provided keyboards and pointing devices, to accommodate those who may struggle with precise movements across areas listed in the Scope of this document chapter.

However, there are some exceptions. Refer to the WCAG 2.x Report Section for details. |

4.2.9 Minimize photosensitive seizure triggers	Supports	The Docebo platform ensures that individuals are protected from photosensitive seizure triggers across all content across areas listed in the Scope of this document chapter. The platform minimizes the use of flashing or rapidly changing visuals that could trigger seizures, adhering to guidelines that require no content to flash more than three times per second. Docebo is not responsible for any change applied to colors via custom CSS or via the Configure branding and look menu of the platform. Docebo is not responsible for content author actions and created content. Refer to Docebo Help.
4.2.10 Usage with limited cognition, language or learning	Partially supports	Generally, the Docebo platform does not function in a way that is prohibitive to users with cognitive or learning impairment across areas listed in the Scope of this document chapter. However, there are some exceptions. Refer to the WCAG 2.x Report Section for details. Additionally, Docebo provides end-users with disabilities with information on accessibility in Docebo Help. See the Docebo learner guide and the Accessibility in your platform article for further details.

		End-users with disabilities can open support requests directly at accessibility@docebo.com
4.2.11 Privacy	**Supports**	The Docebo platform ensures that individuals can effectively maintain their privacy while interacting with all content across areas listed in the Scope of this document chapter. The Docebo platform does not impede the use of standard privacy controls alongside assistive technologies and does not track individuals using assistive technologies. Users can connect headphones to listen privately to screen reader announcements, ensuring their interactions remain confidential. This commitment to privacy helps create a secure environment for all users, including those with disabilities.

Chapter **5: Generic Requirements (opens in a new tab)**

Note: Not applicable

Chapter **6: ICT with Two-Way Voice Communication (opens in a new tab)**

Note: Not applicable

Chapter **7: ICT with Video Capabilities (opens in a new tab)**

Note: Not applicable

Chapter **8: Hardware (opens in a new tab)**

Note: Not applicable - The Docebo platform does not include hardware

Chapter [9: Web (opens in a new tab)](#) (see WCAG 2.1 Report)

Note: Partially supported - For more details refer to the WCAG 2.x Report

Chapter [10: Non-Web Software (opens in a new tab)](#)

Note: Not applicable

Chapter [11: Software (opens in a new tab)](#)

Note: Not Applicable - The Docebo platform does not include any software

Chapter [12: Documentation and Support Services (opens in a new tab)](#)

Note: This report covers accessibility conformance for the Docebo product and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is partially accessible, but Docebo is working in this direction.

Chapter [13: ICT Providing Relay or Emergency Service Access (opens in a new tab)](#)

Note: Not applicable

Legal Disclaimer

This document is provided for informational purposes only and is subject to change without notice. Docebo does not warrant that this document is error-free, or that any errors will be corrected. THIS DOCUMENT AND ITS CONTENT ARE DELIVERED ON AN "AS-IS" BASIS. Docebo disclaims all warranties or conditions, expressed or implied, including implied warranties and conditions of accuracy, non-infringement, merchantability, or fitness for a particular purpose. Docebo specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. The information included in this document is provided in good faith based on an analysis of Docebo LMS at the time of the review and does not represent a legally-binding claim.