

Crisis Prevention Institute, Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Integrated Training and Learning (<https://account.crisisprevention.com/>), v.20260316.9 - Release 483

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Product Description: ITL (Integrated Training and Learning) is CPI's unified customer platform that combines training delivery, class and participant management, and account functionality into a single system

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Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of user flows. The following is a list of the assistive technologies (ATs) used: Chrome/NVDA

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)

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 Level AAA.

WCAG 2.x Report

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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	Web: Some non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • Decorative images contain alternative text instead of empty alt attributes, causing screen readers to announce unnecessary content • Images missing alt attributes are announced by screen readers using filenames or generic labels such as "group" • Meaningful images use filenames as alternative text rather than descriptive content, providing no context about image purpose or content
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Error messages including "Enter Valid email address" and "The password you entered is incorrect. Try Again" lack ARIA live region attributes and are not announced to screen readers. • Dynamically injected content including instructional text "Select anywhere on the slide to go back" and the "Why did this happen?" button lack ARIA live region attributes and appear without screen reader announcement. • The Scorecard table uses td elements instead of the elements with scope attributes for header cells, preventing programmatic identification of table structure.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Partially Supports	Web: In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include: • DOM order does not match logical reading sequence in multiple locations, causing screen readers to announce "Resume," "Restart," then "Introduction" instead of the reverse order • Reading order presents list content before "Hide Instructions" heading, "The correct strategy was use grounding" text before "Correct" label, and instructional text before instructions icon button. • Activity section contains incorrect DOM structure throughout, affecting sequential navigation for assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Web: Partially Supports	Web: In most instances, instructions in the product do not rely solely on sensory characteristics such as shape, size, visual location, or sound. Exceptions include: • The progress bar slider uses the visual term "slide progress" in its aria-label without providing additional context about the control's function or current state beyond the visual sliding interaction. • Table cells indicating correct and incorrect responses rely on visual styling through CSS classes without providing text alternatives to convey the result status to screen reader users.
1.4.1 Use of Color (Level A)	Web: Partially Supports	Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: • Selected list-box options rely on color alone to indicate selection state, including the "Refresher Training" option and numeric value "10" in dropdown menus. • Error state for form fields (First name, Last name, Email) is communicated through color only without additional visual indicators. • Current page in pagination controls uses color as the sole indicator of active state.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Web: Supports	Web: The product does not include audio that plays automatically or for more than 3 seconds.
2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • The "Nonviolent Crisis Intervention, 3rd Edition Training" link lacks href attribute and cannot receive keyboard focus or be activated via keyboard. • The "HIDE" button contains tabindex="0" but cannot be activated using Enter or Space keys. • The "Hide Filters" control is implemented as a div element and cannot receive keyboard focus or be operated via keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Web: Partially Supports	Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard [and/or advises users of any non-standard methods required to do so]. Exceptions include: • Keyboard focus becomes trapped within overlay controls with no standard dismissal method available • ESC key fails to dismiss overlay, preventing keyboard navigation to content beyond the modal • Hotspot button at coordinates (76.5px, 248.5px) lacks keyboard exit mechanism when activated via Enter key
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Partially Supports	Web: In most instances, the product allows users to turn off, adjust, or extend time limits imposed for content before expiration. Exceptions include: • Page contains a meta element with http-equiv="refresh" attribute set to trigger automatic refresh within seconds • Automatic page refresh occurs without user control or ability to disable the timing mechanism • Timed refresh does not meet the exception criteria of 20hour duration or essential functionality

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Web: Partially Supports	Web: Some screens of the product provide titles that adequately describe their topic or purpose. Exceptions include: • Multiple pages use generic title "Crisis Prevention Institute" without page-specific context. Affected pages include course content, Participants, View seats, and Certification history pages. • Dialog prompting "Are you sure you want to exit the course? Your progress will be saved" contains empty aria-label attribute, resulting in no accessible name.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • Focus does not move to the first field in error when form validation errors appear on submission for username/email input fields • Focus is not trapped within modal dialogs, including the "Having Technical Issues?" dialog with aria-modal="false" • Focus does not move to the top of the page when the "Back to Top" button is activated

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	Web: In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: • Multiple links lack accessible names, including logo links, language selector links, and social media links (Facebook, Twitter, YouTube, LinkedIn). • The header logo link contains nondescriptive accessible name text ("header logo"). • Redundant links exist where separate image and text links navigate to the same destination, including Training Materials, Classes, Participants, Classroom Materials, Training Videos, and Training Tips & Best Practices sections.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	Web: In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • Form controls lack programmatic labels, including the Language selector (id="language"), Sort by combobox (id="class-participants-sortBy"), and Select course dropdown. • Multiple checkboxes lack programmatic association with their visual labels, including Block & Move, Hold & stabilize, turning away, Pull/Push, Lower, and Seated options. • Table checkboxes (class="participant-listing-checkbox") have no accessible names to identify their purpose.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Does Not Support	Web: The default human language used on screens across the product cannot be programmatically determined because the html element lacks a lang attribute specifying the document language.
3.2.1 On Focus (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link
3.2.6 Consistent Help (Level A 2.2 only)	Web: Supports	Web: Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A)	Web: Partially Supports	Web: In some instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: • Error messages do not identify the name of the field in error • The "Email" field displays an error message that fails to reference the field name • Error text lacks field identification, preventing users from associating errors with specific form inputs

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	Web: In some instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • Multiple radio button groups lack fieldset and legend elements to programmatically associate related form controls, including groups for "What should I do?", "What else am I suppose to do?", expiration date options (6 months, 12 months, Until date), "Why did this CI stop training?", and "Is there someone who will continue to provide CPI training?" • Email and Password fields display asterisks to indicate required status without programmatic required attributes (aria-required or required) or explanatory text describing the asterisk convention • Visually grouped form controls use div and span elements instead of fieldset elements, preventing assistive technologies from conveying the relationship between form labels and their associated input groups
3.3.7 Redundant Entry (Level A 2.2 only)	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	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 and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	Web: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, [and whose state, properties, and value, where applicable, can be programmatically set]. Exceptions include: - Form controls lack programmatic labels, including the Language selector (id="language"), Sort by combobox (id="class-participants-sortBy"), and Select course dropdown. - Multiple checkboxes lack programmatic association with their visual labels, including Block & Move, Hold & stabilize, Turning away, Pull/Push, Lower, and Seated options. - Table checkboxes (class="participant-listing-checkbox") have no accessible names to identify their purpose.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, the product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined. Exceptions include: • The Search field lacks an autocomplete attribute to programmatically identify its input purpose. • The Email Address and Organization name fields lack autocomplete attributes to programmatically identify their input purposes. • The First Name, Last Name, and Job Title fields lack autocomplete attributes to programmatically identify their input purposes.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Text input field borders (Email and Password fields) have a contrast ratio of 1.45:1 against the white background, below the required 3.00:1 minimum for user interface components. • Loading state icons display a contrast ratio of 2.04:1 between foreground and background colors, below the required 3.00:1 minimum for graphical objects. • The "Skip to main content" link text has a contrast ratio of 1.14:1 against the white background, below the required 4.50:1 minimum for standard text.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Web: Partially Supports	Web: In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • Module content shrinks to fit viewport at 200% zoom and 1280px width, causing heading "Understanding Behavior and Its Risk" and "BEGIN MODULE" button to become unreadable. Issue occurs across Modules 9, 10, 11, and 12. • Table content including "Class," "Organization," and "Seats used" disappears at 200% zoom and 1280px width. • Course progress indicator text is cut off when custom text spacing properties are applied (line-height: 1.5, letterspacing: 0.12em, word-spacing: 0.16em, paragraph margin-bottom: 2em).
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, screens of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions • Content fails to reflow at 320 CSS pixel viewport width, requiring horizontal scrolling or causing loss of functionality across multiple modules • Module interface scales down proportionally rather than reflowing vertically, affecting text such as "Understanding Behavior and Its Risk" and "BEGIN MODULE" button in Modules 9, 10, 11, and 12 • Submit button, classroom material listings, video titles, and remove icons disappear, overlap, or are cut off at 320 CSS pixel width

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • Text input field borders (Email and Password fields) have a contrast ratio of 1.45:1 against the white background, below the required 3.00:1 minimum for user interface components. • Loading state icons display a contrast ratio of 2.04:1 between foreground and background colors, below the required 3.00:1 minimum for graphical objects. • The "Skip to main content" link text has a contrast ratio of 1.14:1 against the white background, below the required 4.50:1 minimum for standard text.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • Module content shrinks to fit viewport at 200% zoom and 1280px width, causing heading "Understanding Behavior and Its Risk" and "BEGIN MODULE" button to become unreadable. Issue occurs across Modules 9, 10, 11, and 12. • Table content including "Class," "Organization," and "Seats used" disappears at 200% zoom and 1280px width. • Course progress indicator text is cut off when custom text spacing properties are applied (line-height: 1.5, letterspacing: 0.12em, word-spacing: 0.16em, paragraph margin-bottom: 2em).
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: The product does not contain content that appears on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: The product provides multiple ways to navigate through screens in the product, except where pages are sequential steps in a process.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: • Navigation buttons include redundant title attributes that duplicate accessible names (e.g., "ALT+N Navigation" on Navigation button) • Button accessible names include the word "button" or "icon" which is redundant with the role (e.g., "SKIP VIDEO button", "instructions icon") • Pagination buttons use numbers alone without context (e.g., "1", "2" instead of "Go to page 1", "Go to page 2")
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: In some instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: • Interactive controls lack visible keyboard focus indicators, including the Language GB menu button, Submit button, Active and Archived tab controls, and Class Details and Participants tab controls. • Focus indicators are suppressed through CSS, preventing keyboard users from identifying the currently focused element. • Multiple tab controls implemented with react tabs library do not display focus state when navigated via keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Partially Supports	Web: When some user interface components have keyboard focus, they are, at minimum, partially visible. Exceptions include: • The "Buy Seats" button is fully obscured when it receives keyboard focus • Focused elements are hidden by overlaying content during keyboard navigation
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Supports	Web: The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The product does not utilize pointer inputs.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Screens of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Web: Partially Supports	Web: In most instances, components with the same functionality are identified consistently across screens of the product. Exceptions include: • Button elements with identical functionality are labeled inconsistently across pages, with generic labels such as "Rectangular Hotspot" applied to multiple distinct controls. • The vertical "CLIPBOARD" text functions as a button but lacks visual indicators of interactivity such as button styling or hover effects. • Interactive elements serving the same purpose use different naming conventions and visual presentations across different pages.
3.3.3 Error Suggestion (Level AA)	Web: Partially Supports	Web: In some instances, input fields in the product that identify input errors also provide suggestions for correcting each error. Exceptions include: • Error messages lack specific guidance on resolving input errors, such as format requirements or valid input examples • The email validation error "Enter valid email address" does not specify the expected format • Error message spans contain validation text without corrective instructions for users

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The product does not require users to complete a cognitive function test during its authentication process.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • Error messages lack live region attributes and are not announced to screen readers, including login validation errors and save failure notifications. • Dynamically injected instructional text and interactive buttons during video playback do not use live regions for screen reader announcement. • Status messages such as "No results found" that appear after filter selection are not marked as live regions.

Table 3: Success Criteria, Level AAA

Notes: Not tested