



Pearson Accessibility Conformance Report

(Based on VPAT® Version 2.5Rev INT)

Name of Product/Version:

Credly

Report Date:

July 2, 2026

Product Description:

Credly, a Pearson company, provides a digital credentialing platform that enables organizations to design, issue, manage, and verify digital badges recognizing skills, certifications, and achievements. The platform serves issuers (training providers, certification bodies, professional associations, and employers) through tools for credential design, bulk issuance, and analytics, and serves credential earners through a public-facing profile where they can claim, display, and share their badges. This assessment also covers Credly Workforce, an enterprise skills-management extension of the platform that maps employees' verified credentials and skills to a standardized job architecture, giving organizations dashboards and analytics to identify workforce skills, gaps, and upskilling opportunities.

Contact Information:

disability.support@pearson.com

Notes:

- BarrierBreak conducted an accessibility audit for Credly, utilizing their People First approach, which integrates trained accessibility testers and specialists with disabilities. Their team evaluated a sample of pages within the product to ensure comprehensive and authentic feedback.
- This VPAT represents the current state of the product at the time of testing.



At Pearson, we support every learner.

Pearson's defining goal — to help people make progress in their lives through learning — can only be fulfilled when our educational materials are accessible to all users.

Our commitment & progress

Accessibility and achievement go hand in hand. We are committed to enabling access for people with disabilities as part of the fabric of our learning materials, development processes, innovation efforts, and employee culture. Our goal is to help all students learn from our products and demonstrate that learning.

Pearson continues to make steady progress in developing our learning platforms, rich media assets, and other content to be as accessible as possible to all our customers. WCAG 2.2 AA standards form the basis of the Pearson Accessibility Guidelines for product development, and we regularly review our existing platforms and content to improve accessibility with each release. We provide up-to-date, clear, and straightforward statements on the accessibility of our products.

Evaluation Methods Used:

The named product was evaluated against all success criteria for the Web Content Accessibility Guidelines (WCAG) 2.2 standard Conformance Level A and AA. The evaluation methodologies, technologies, and environments used include:

- Desktop
 - Windows 11/Google Chrome/JAWS 2024
 - Windows 11/Firefox/NVDA 2024
 - Windows 11/Google Chrome/ZoomText 2024
 - MAC OS 14/Safari/VoiceOver
 - Windows 11/Chrome /Dragon Naturally Speaking

Accessibility testers performed the audit using:

- Code Inspection
- Color Contrast Checkers
- Keyboard-only interaction
- Screen readers
- Screen magnifier

Tested Pages and/or Workflows:

- **Webpages/Components:**

- Main Screen
- Sign In
- Create an account
- Welcome page
- Choose your occupation
- Choose your skills
- Profile
- Add Badge
- Business Efficiency
- Badges
- Create Template
- Template
- Issuing test
- Occupation insights
- Test > Settings
- Analytics
- Collections
- Templates
- More
- Developers
- Upload Metadata
- Enter Config
- Account
- Settings
- Notification
- Privacy
- Chatbot
- Credly Credential Expert
- Skills > Microsoft Excel
- Certification badge
- Email Template
- Applications
- Learning goals
- Search tool bar and results
- Search Left Nav
- Credly Demo User
- Earn my badge
- Earn this badge
- Project Management Skill
- Project Management Specialist (Organization)
- Organization (Pearson)
- Pathways
- Create Pathways
- Accounts > Users
- Add User
- Add user > Workforce
- Add Organizations
- Printable Certificates
- Enable and disable buttons
- PDF Editor
- Subscription
- Email options
- New Email Template
- Issuing Javascript Frameworks Fundamentals
- Workforce
- Developers > Template IDs
- Developers > Authorization tokens
- Token
- New OAuth Application
- Webhooks
- Web Service API
- Issue a badge
- SAML
- Upload

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

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

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

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.2 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

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A)	Partially Supports	Many informative and functional images have accurate textual descriptions. Following remarks are applicable for Issuer and Earner flows: Some informative and functional images such as "Facebook", "Twitter", "Back to top", "Search" and so on either lack textual descriptions or do not have a meaningful textual description.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Supports	Prerecorded audio-only and video-only content is not present.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Supports	Synchronized captions are provided for the video.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Supports	Text transcript is provided for the video.
<u>1.3.1 Info and Relationships</u> (Level A)	Partially Supports	Most of the headings are defined accurately to represent the content's structure. Following remarks are applicable for Issuer and Earner flows: Some headings are not defined to represent the content structure. Some relational items are not grouped using list mark-up to denote information and relationships. Label is not defined programmatically for few input fields. Tabular content is not structured programmatically to convey information and relationships.
<u>1.3.2 Meaningful Sequence</u> (Level A)	Partially Supports	Most of the information is present in a correct sequence through code to ensure that it can be accessed logically by assistive technologies such as screen readers. Following remark is applicable for Earner flow: Few information on the "Skills - Microsoft Excel" page is not presented in the correct sequence through code.
<u>1.3.3 Sensory Characteristics</u> (Level A)	Supports	Important instructions to access the content are not presented using sensory characteristics, such as size, shape, sound, and so on.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.1 Use of Color</u> (Level A)	Partially Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Following remark is applicable for Earner flow: Color alone is used to convey information is found on "What videos are available to me to use?" and "Main Screen" pages.
<u>1.4.2 Audio Control</u> (Level A)	Supports	Audio content that plays automatically is not present.
<u>2.1.1 Keyboard</u> (Level A)	Partially Supports	Most of the interactive elements are keyboard operable. Following remarks are applicable for Issuer and Earner flows: Some buttons, tooltip, Carousel, links and so on cannot be operated with a keyboard.
<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	User's keyboard focus does not get trapped while interacting with the web page functionality and are able to easily navigate between different interactive elements.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)	Supports	Character key shortcuts are not defined for interactive elements.
<u>2.2.1 Timing Adjustable</u> (Level A)	Supports	Time dependent content is not present.
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	Moving, blinking and auto-updating content is not present.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	Flickering and flashing content is not present.
<u>2.4.1 Bypass Blocks</u> (Level A)	Supports	A mechanism is provided to help users bypass repetitive elements and quickly access the main content.
<u>2.4.2 Page Titled</u> (Level A)	Partially Supports	Descriptive titles are specified for most of the pages. Following remark is applicable for Earner flow: Few instances of the incomplete page title are found.
<u>2.4.3 Focus Order</u> (Level A)	Partially Supports	Keyboard users can navigate between different elements in a meaningful and sequential order. Following remarks are applicable for Issuer and Earner flows: Few instances of focus moving inappropriately are found. Some instances of focus not moving to desired interactive element are found.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most of the links have unique and descriptive text that helps users understand their destination target. Following remark is applicable for Earner flow: Few instances of identical and non-descriptive link text are found.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Functionality dependent on multipoint or path-based gestures is not present.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Functionality of all the interactive elements is triggered on up-event.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names of user interface controls match with their visual labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Functionality that requires device motion or user motion is not present.
3.1.1 Language of Page (Level A)	Supports	Primary language is defined programmatically.
3.2.1 On Focus (Level A)	Supports	When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	When user inputs any data it does not initiate a change of context.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms consistently display at the same place on multiple pages.
3.3.1 Error Identification (Level A)	Partially Supports	Some error messages are identified for assistive technology users. Following remark is applicable for Earner flow: Few dynamically displayed error messages are not identified for assistive technology users.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels are programmatically defined for the form controls. Following remarks are applicable for Issuer and Earner flows: Label is not defined programmatically for few input fields. Instructions are missing for mandatory form fields.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Form fields that require redundant entry are not present.
4.1.1 Parsing (Level A)	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 .

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.2 Name, Role, Value</u> (Level A)	Partially Supports	Most of the custom controls have name, role and value defined programmatically. Following remarks are applicable for Issuer and Earner flows: The role, state and properties are either not defined or defined inappropriately for some user interface controls. Dynamically updating content and modal dialog is inaccessible for screen reader users on some pages. Following remark is applicable for Earner flow: An instance of a missing iframe title is found. Following remark is applicable for WorkForce flow: An Instance of Tooltip content inaccessible for screen reader users found on "Workforce" page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	Live multimedia content is not present.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Prerecorded multimedia content is not present.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	All the pages support device orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Form fields that collect user information are identified on many pages. Following remark is applicable for Issuer flow: Few instances was identified on the "Submit a Request" and "Create Pathways" pages where the purpose of an input field is not programmatically identified.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Sufficient color contrast is used to display most of the textual information. Following remark is applicable for Issuer flow: Color contrast for some textual content is insufficient.
1.4.4 Resize text (Level AA)	Partially Supports	Text can be resized up to 200 percent without loss of content or functionality on many pages. Following remarks are applicable for Issuer and Earner flows: On some pages the content is not available, and content cannot be resized with browser's zoom turned on.
1.4.5 Images of Text (Level AA)	Supports	Plain text is used to present information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	When content is reflowed, all the content and functionality are available for low vision users on many pages. Following remarks are applicable for Issuer and Earner flows: Some content and functionality fail to reflow on some pages.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)	Partially Supports	Most informative images, user interface controls and their states (default, focus and hover) were displayed using sufficient color contrast. Following remarks are applicable for Issuer and Earner flows: Some instances of insufficient contrast ratio for user interface controls and their states (focus) are found. Some instances of insufficient contrast ratio for informative images are found.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)	Supports	When text spacing styles are applied, users can access the content and functionality with ease.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)	Partially Supports	Information displayed on hover or focus is hoverable, persistent and dismissible on many pages. Following remark is applicable for Earner flow: Information displayed on hover is hoverable on the "Project Management Skills" page. However, it is not dismissible and persistent.
<u>2.4.5 Multiple Ways</u> (Level AA)	Supports	Multiple ways are available for users to locate the required content.
<u>2.4.6 Headings and Labels</u> (Level AA)	Partially Supports	All the heading text and most of the form control labels are unique and descriptive. Following remarks are applicable for Issuer and Earner flows: Some instances of incomplete, identical, and inappropriate labels for buttons are found.
<u>2.4.7 Focus Visible</u> (Level AA)	Partially Supports	On-screen focus indicator is clearly visible for most of the interactive elements. Following remarks are applicable for Issuer and Earner flows: Focus is not visible for a few interactive elements that are found on few pages.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)	Partially Supports	Users are provided with a mechanism to bring the focused content into view. Following remark is applicable for Issuer flow: For a few instances, users need to navigate back to the user-opened content to dismiss it.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)	Supports	Functionality that uses a dragging movement for operation is not present.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)	Supports	When target sizes are applied, users can access the content and functionality with ease.
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	Content in the secondary language is not present.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	A consistent navigation mechanism is used across the pages.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	Elements with identical functionality are identified consistently.
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	Error messages are descriptive.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Supports	Forms having legal commitments, financial transactions, and user-controllable data are not present.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Supports	Form fields that require accessible authentication are not present.
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)	Partially Supports	Status messages are defined programmatically. Most of the error messages are identified for assistive technology users. Following remark is applicable for Earner flow: A few dynamically displayed error messages are not identified for assistive technology users.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels
302.2 With Limited Vision	Partially Supports	Most functionality is usable with limited vision. Exceptions are noted in: • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 1.4.3 contrast (minimum) • 1.4.4 Resize Text • 2.4.7 Focus Visible
302.3 Without Perception of Color	Partially Supports	Most functionality is usable without perception of colour. Exceptions are noted in: • 1.4.1 Use of Color • 1.4.3 contrast (minimum)
302.4 Without Hearing	Supports	All functionality is usable without hearing.
302.5 With Limited Hearing	Supports	All functionality is usable with limited speech.
302.6 Without Speech	Supports	All functionality is usable without speech.
302.7 With Limited Manipulation	Partially Supports	Most functionality is usable with limited manipulation or strength. Exceptions are noted in: • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible

302.8 With Limited Reach and Strength	Partially Supports	Most functionality is usable with limited reach. Exceptions are noted in: • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most functionality is usable with limited cognition, language, or learning. Exceptions are noted in: • 2.4.2 Page Titled • 2.4.4 Link Purpose (In Context) • 3.3.2 Labels or Instructions • 2.4.6 Headings and Labels

Chapter 4: [Hardware](#)

Notes: The product is not a hardware product and thus, all the requirements of this section are not applicable.

Chapter 5: [Software](#)

Notes: This product is not software and thus, all the requirements of this section are not applicable.

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

Notes: Support documentation and services are not a part of the accessibility review.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels • 4.1.3 Status Messages
4.2.2 Usage with limited vision	Partially Supports	Most functionality is usable with limited vision. Exceptions are noted in: • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 1.4.3 contrast (minimum) • 1.4.4 Resize Text • 1.4.10 Reflow • 1.4.11 Non-Text Contrast • 1.4.13 Content on Hover or Focus • 2.4.7 Focus Visible
4.2.3 Usage without perception of colour	Partially Supports	Most functionality is usable without perception of colour. Exceptions are noted in: • 1.4.1 Use of Color • 1.4.3 contrast (minimum) • 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Supports	All functionality is usable without hearing.
4.2.5 Usage with limited hearing	Supports	All functionality is usable with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	All functionality is usable with no or limited vocal capability.

4.2.7 Usage with limited manipulation or strength	Partially Supports	Most functionality is usable with limited manipulation or strength. Exceptions are noted in: • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible
4.2.8 Usage with limited reach	Partially Supports	Most functionality is usable with limited reach. Exceptions are noted in: • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible
4.2.9 Minimize photosensitive seizure triggers	Supports	All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Most functionality is usable with limited cognition, language, or learning. Exceptions are noted in: • 1.3.5 identify input purpose • 2.4.2 Page Titled • 2.4.4 Link Purpose (In Context) • 3.3.2 Labels or Instructions • 2.4.6 Headings and Labels
4.2.11 Privacy	Supports	All functionality maintains the privacy of users of accessibility features.

Chapter [5: Generic Requirements](#)

Notes: The product supports standard assistive technologies and is therefore not subject to closed functionality.

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

Notes: The product is not an ICT with Two-Way Voice Communication and thus, all the requirements of this section are not applicable.

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

Notes: The product is not an ICT with Video Capabilities and thus, all the requirements of this section are not applicable.

Chapter [8: Hardware](#)

Notes: The product is not hardware and thus, all the requirements of this section are not applicable.

Chapter [9: Web](#) (see [WCAG 2.2 section](#))

Notes: Refer to the previously identified remarks and details for WCAG 2.2 already provided in this VPAT.

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

Notes: The product is not a Non-Web Document and thus, all the requirements of this section are not applicable.

Chapter [11: Software](#)

Notes: The product is not software and thus, all the requirements of this section are not applicable.

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

Notes: Documentation and support services of the product are not a part of the accessibility review.

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

Notes: The product is not an ICT Providing Relay or Emergency Service Access and thus, all the requirements of this section are not applicable.

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