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ICT accessibility competences - Guidelines for a more inclusive ICT development

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ICT accessibility competences - Guidelines for a more inclusive ICT development

IKT-Zugänglichkeitskompetenzen - Leitlinien für eine umfassendere IKT-Entwicklung

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CEN/TR 17884:2022 (E)

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European foreword

This document (CEN/TR 17884:2022) has been prepared by Technical Committee CEN/TC 428 "ICT professionalism and digital competences", the secretariat of which is held by UNI.

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Introduction

Information and Communication Technologies (ICT) allows the removal of many of the remaining barriers faced by persons with disabilities. With ICT increasingly integrated into every aspect of the modern world, these ubiquitous technologies have become a positive force of transformation and a crucial element of any personal development/empowerment and institutional framework for inclusive development. ICT is already providing access to key public services, with widespread implications for social progress and economic growth aimed at eradicating poverty and promoting inclusive societies and sustainable development. Accessible ICT developments have the potential to provide persons with disabilities unprecedented levels of access to education, skills training and employment, as well as the opportunity to participate in the economic, cultural and social life of their communities.

Currently accessibility is not always considered in the design process and this leads to an exclusion of persons with disabilities from access to ICT technologies which generates a digital discrimination.

Accessibility has become necessary due to the rapid growth of online information and interactive services provided by web and mobile applications. Even if people with disabilities want to be independent and carry out their activities independently, unfortunately, most Information and Communication Technologies (ICT) applications and systems are not fully accessible today.

Nowadays everything interacts with technologies and for this reason technologies and digital communication should be available for all.

The inclusion of persons with disabilities in all aspects of society is one of the remaining challenges of the global development agenda. The widespread adoption of the United Nations Convention on the Rights of the Persons with Disabilities (UNCRPD) in 2006 heralded a major step forward in advancing the inclusion of persons with disabilities, turning their socio-economic exclusion into a human rights issue. The UNCRPD places significant obligations on all state officials responsible for equal access to education and employment opportunities.

In April 2019, the European Union published the DIRECTIVE (EU) 2019/882 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on the accessibility requirements for products and services.

The "European Accessibility Act" (EAA) will become national law in the member states by 2022.

The EEA will have implications for different actors in the ICT field:

— Service providers offering ICT (especially Web) services for their customers;

— Device manufacturers;

— Software and ICT hardware manufacturers;

— Procurers and procurement of ICT products.

Standardization bodies as an organization offering services to its members and the public may be affected by the EAA.

Europe is currently developing and defining the requirements for accessible devices and services. EN 301549 (published under Mandate M 376) specifies functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in procurement. The minimum requirements of the European Web Accessibility Directive (Directive 2016/2102) are explicitly detailed in Annex A of EN 301549:2021.

In this scenario, there is a need to set the basic ground of ICT competences related to Accessibility. EN 16234-1:2019, *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all sectors - Part 1: Framework* refers to accessibility competences, but different actors in the ICT market (e.g. education institutes, professional certifications) still need to be supported with specific requirement knowledge, skills, responsibility and autonomy related to different ICT professional profiles.

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1 Scope

This document specifies the knowledges, skills, responsibility and autonomy of ICT experts involved in the development of products and services (including digital contents) to increase the accessibility knowledge in different fields, for different competences and responsibilities.

This document:

— considers accessibility as "base line" (accessibility has been also recognized in EN 16234-1:2019 as a Transversal aspect);

— recognizes accessibility as the requirement in procurement for both public and private sectors;

— provides an overview of useful CEN, ISO and ESCO publications in the field;

— defines a set of knowledges, skills, responsibility and autonomy for different ICT areas to improve accessibility in the current professional roles and job positions (hardware, software, web);

— refers to ESCO ICT profiles, that can be adapted for the three main areas: hardware, software, web;

— refers to W3C activities for define knowledges, skills, responsibility and autonomy in web accessibility role profiles;

— supports activities for educational providers and exam/certification institutes.

This document should help, for example, to:

— avoid issues on the definition of third level profiles derived from European ICT Professional Role Profiles without missing accessibility requirements;

— enable easy application of accessibility related EU-level standards and references from CEN, ISO and ESCO;

— allow the market to adapt their current job profiles and/or training courses adding the accessibility skills.

This document supports the definition of knowledge and skills for each ICT professional role without creating new ICT role profiles which includes accessibility competences.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 16234-1:2019, *e-Competence Framework (e-CF) — A common European Framework for ICT Professionals in all sectors — Part 1: Framework*

EN 301549:2021, *Accessibility requirements for ICT products and services*

CWA 16458-1:2018, *European ICT professional role profiles — Part 1: 30 ICT Profiles*

CWA 16458-2:2018, *European ICT professional role profiles — Part 2: User Guides*

CWA 16458-3:2018, *European ICT professional role profiles — Part 3: Methodology documentation*

CWA 16458-4:2018, *European ICT professional role profiles — Part 4: Case studies*

CWA 16266:2011, *Curriculum for training ICT Professionals in Universal Design*

koniec náhľadu – text ďalej pokračuje v platenej verzii STN