



SIXTH FRAMEWORK PROGRAMME

Support-EAM

Supporting the creation of an eAccessibility Mark

Summary of the CEN Workshop
on Web Accessibility Conformance

Specific Support Action

Information Society Technologies

6th Framework Programme

Project/Contract no. : IST-2-004754-SSA

[Update: 12 February 2007, Support-EAM]



Table of contents

Support-EAM booklet.....	2
CEN Workshop Agreement.....	2
Strategy for Implementing a Web Accessibility conformity assessment scheme.....	3

Support-EAM booklet

The CEN Workshop on Web Accessibility Conformance was one of the activity undertaken by Support EAM. To get a global idea of Support EAM and how this CEN Workshop was related to other activities, please read the [Support EAM booklet](#)¹.

CEN Workshop Agreement

Support-EAM launched and conducted a CEN Workshop which produced a CEN Workshop Agreement (CWA n° 15554:2006). This agreement has been published by the [CEN](#) as a first level European agreement on how standard conformity assessment schemes commonly used in Europe can apply to Web Accessibility conformity assessment. This CWA can be downloaded from the CEN Workshop Web site at:

<http://www.cenorm.be/cenorm/businessdomains/businessdomains/iss/cwa/design+for+all+in+ict.asp>.

This agreement reflects three types of demands that were identified, namely supplier's declaration of conformity (according to ISO/IEC 17050), inspection (according to ISO/IEC 17020) and product certification (according to EN 45011) (Figure 1). Supplier's declaration of conformity is supported by industry groups like EICTA, while inspection seems very close to the existing labelling schemes. The agreement also proposes a reasonable way for existing labelling schemes to improve and to harmonise.

An important recommendation of this workshop is the creation of a central European institute whose mission is to organise, harmonise and control practices in liaison with international bodies concerned. The activities proposed to the institute concerning the operation of the scheme are:

- avoiding the fragmentation of the interpretation of guideline the harmonisation of Web Accessibility Quality Marks;
- rafting a normative document setting criteria to Web Accessibility, in line with the adopted version of the W3C/WAI WCAG;
- development of the web accessibility Quality Mark;
- establishing agreements with parties issuing the Web Accessibility Quality Mark;
- registration of websites which have been attributed the Web Accessibility Quality Mark;
- effectuating market surveillance;
- creating an active dialogue with user groups.

¹ <http://www.support-eam.org/booklet/index.html>

The discussions that conducted to this agreement are reported in details in the deliverable D3.3 “Editing Work for the CEN Workshop” that can be downloaded from the Web at : http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp.

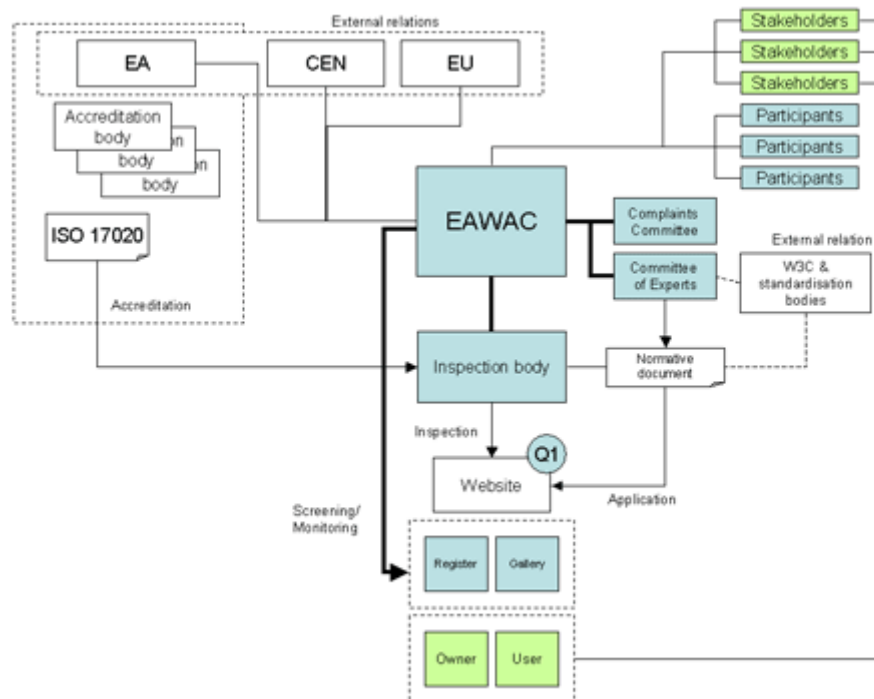


Figure 1 illustrates one possible scheme for certifying the conformity of a Web site to accessibility specification based on third party inspection

Strategy for Implementing a Web Accessibility conformity assessment scheme

Based on the different studies already mentioned, the Support-EAM project proposes a strategy for implementing the recommendations of the CEN Workshop. This strategy is coherent with the experience of partners in various countries, including those where labelling schemes are in operation. It is organised in 6 major steps :

1. Creation of an institute for Web Accessibility Conformity Assessment ;
2. Preparation of a Normative Document;
3. Creation of a Web Accessibility Quality Mark and adoption of a convergence plan of the different labels towards this mark;
4. Establishing agreements with organisation willing to use the mark;
5. Cooperation with the standardisation bodies;
6. Developing services supporting the Web Accessibility Quality Mark.

The project elaborated a concrete documentation for helping people in the creation of such a scheme, like:

- Statutes of an institute for Web Accessibility Conformity Assessment
- Model of an agreement binding the institute and organisation willing to use the mark

- Conditions for the implementation in different countries
- Information on Local conditions for certification in the Country
- Accreditation bodies, Certification Bodies operating service certification, Certification process
- Laws / regulations concerning the protection of consumers, Legal obligations concerning e-accessibility
- Successful experiences, Existing certified services , on-line services, concerning of accessibility services for disabled persons; Existing labels for Web Accessibility
- Possible migration plan for the existing labels
- Potential key constraints; possible barrier to convergence: property rights, involvement of stakeholders, national regulation bodies, ...

The description of this strategy for implementing a Web Accessibility conformity assessment scheme and the supporting documentation are compiled in the report *CWA Implementation Plan* (D3.4 Support-EAM deliverable).