

Rockbeach Training Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Rockbeach Training (rockbeachtraining.com), web application, build of 30 September 2026.

Report Date: 30 September 2026

Product Description: Rockbeach Training is a browser-based sales-training and certification platform for sports ticket sales. It serves:

- **Individual learners:** training modules, a simulated sales desk (CRM, ticketing system, pricing maps, parking, a sales manual), practice phone calls with synthesized-voice callers, a baseline assessment and a certification exam, badges and a public certificate page.
- **Managers:** a manager track with reading sections, practice conversations, and a simulated "Manager's Day" certification.
- **Faculty:** classes, rosters, week plans and written-answer review.
- **Hiring organizations:** a company page, candidate search and matching.
- **Organization consoles (colleges, pro and minor-league clubs):** rooms of reps, the organization's sales manual, manager seats and billing, including branded seller desks for client organizations.

The product is responsive and is used on desktop and phone browsers.

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Notes:

- **This report is a self-assessment by the vendor, Rockbeach, LLC.** It was not independently verified by a third party.
- It covers the web user interface only. Not covered:
 - the owner-only back office (Admin);
 - Stripe Checkout and the Stripe billing portal (operated by Stripe);
 - the downloadable PDF sales manual;
 - email and text messages;
 - the separate gowhitecaps.com site.
- The practice calls use synthesized speech generated in real time from text that is also shown on screen. The product contains no prerecorded audio or video.
- A detailed defect list, with the page, measured values and fix for every finding, is available from Rockbeach on request.
- **Re-test, 26 September 2026:** after the fixes, the 15 defects were re-tested the way they were first measured. The WCAG rows for 1.3.1, 1.3.5, 1.4.3, 1.4.10, 1.4.11, 2.1.1, 2.4.7, 3.2.2, 3.3.1 and 4.1.3 reflect that re-test.

- **Screen-reader review, 26 September 2026:** five task flows were reviewed the way a screen reader reads them, and 21 issues were found. The most serious were a module quick check that locked in an answer on the first arrow key, wheelchair and companion seats announced as plain seats, and status messages that were not announced. All 21 were fixed the same day.
- **WCAG 2.2 and high contrast, 26 September 2026:** the six criteria WCAG 2.2 adds at Levels A and AA were measured. Three fell short: focused controls could be entirely hidden under a sticky bar when moving backward with Shift+Tab (2.4.11), seat-map seats were smaller than 24 by 24 px (2.5.8), and one game outside this report could only be steered by dragging (2.5.7). In Windows forced-colors (high contrast) mode the seat map lost the difference between sold and available seats, and filled buttons lost their edges. All were fixed and re-tested the same evening.
- **Screen-reader walk, 27 September 2026:** with NVDA 2026.2 and Chrome on the live site, the Manager's Day was completed from the stand-up through submission, including the timed briefing, and two manager-track conversations were completed (one of each kind; all eight share one screen). Five issues were found and fixed the same night.
- **Screens added late on 26 September 2026:** a live stand-up moment in the Manager's Day, the owner's voice settings, and changes to the call screens were checked against WCAG 2.2 Levels A and AA. Seven failures were found: keyboard focus fell back to the top of the page when a call button was briefly disabled during a turn (2.4.3); call errors were not announced (4.1.3); the Manager's Day progress bar showed status by color only (1.4.1); and, on the owner's voice pages, focus loss on a test button, an unannounced result, buttons under 24 px at phone width, and a note field labeled only by placeholder text. The same focus problem was then found and fixed on the practice-call, First Week and manager-conversation screens. All were fixed and re-tested on 27 September 2026.

Evaluation Methods Used: Evaluated by the vendor on 26 September 2026 against WCAG 2.1 Level A and AA.

- **Tools and environment:** automated and scripted checks in headless **Google Chrome 153.0.8010.53** (Windows 11), driven over the Chrome DevTools Protocol, against a local instance that serves the same application code as production. Test accounts were created only for the evaluation and removed afterwards.
- **Scope:** 83 page states covering all six user roles (individual learner, manager, faculty, hiring organization, athletic-department console, client-school seller seat). Each was tested at **375 x 812 CSS px** (phone emulation with touch) and **1280 x 900 CSS px**, for 166 page audits.
- **Automated checks:**
 - text contrast of every visible text element (22,396 measured), using the WCAG luminance formula on computed colors with opacity and layered backgrounds;
 - non-text contrast of form-field boundaries and focus indicators;
 - Chrome's accessibility tree for names, roles and states;
 - page titles, lang, headings, landmarks, bypass links, table headers, autocomplete tokens and radio-group labeling.
- **Keyboard testing:** real Tab key presses through every page (3,481 focus stops), recording focus visibility, order, traps and obscured focus. Focus-ring contrast was re-measured after CSS transitions settled. Keyboard-only task walkthroughs:
 - opening CRM accounts;
 - dialing and typing a practice-call turn;
 - taking exam questions;

- operating the Help panel and guided tours (dialog focus containment, Escape, focus return);
- the Manager's Day notes pad;
- filter controls.
- **Reflow and resize:** reflow at **320 CSS px** width and at **200% zoom** (640 x 450 CSS px at device pixel ratio 2); the WCAG 1.4.12 text-spacing override; prefers-reduced-motion.
- **Screen reader:** a person used **NVDA** with Google Chrome on Windows 11, on the production site, to check the skip link, the sign-in error, the sign-up form and heading navigation. The same evening, **NVDA 2026.2** with Chrome was used to complete five tasks from start to finish on a copy of the product running the same code, operated by scripted keyboard input, with NVDA's speech read back from its Speech Viewer: signing up; the 25-question baseline assessment; a module (quick check, written answer and the save step); the CRM (search, open an account, verify a caller, a timed exercise); and a ticket sale (choose a building, go to a section by number, choose seats including a wheelchair space and a companion seat, cart, checkout, receipt). Six issues were found and fixed the same evening. Practice calls and the Manager's Day were not completed this way because they depend on the live voice service. Later that evening, on the production site under the owner's account, a practice call (dialing, a typed turn, the caller's spoken reply, the price sheet and hanging up) and part of the Manager's Day (the stand-up, the notes pad and a call) were completed with NVDA. Three issues found in the Manager's Day call room were fixed and re-tested the same evening.
- **Re-test, 30 September 2026:** the home page, rebuilt 29 September 2026, was re-measured at 320, 360, 375, 768, 1366 and 1920 px and at 200% zoom: text contrast on the rendered page including text over photographs, keyboard order, focus visibility and focus-ring contrast, obscured focus under the fixed header, reflow, text spacing, target size and prefers-reduced-motion. Four defects were found and fixed the same night.
- **Other browsers and settings:** the core pages were checked in Microsoft Edge 154 (headless, both widths) and in Firefox 155 at both widths (page loads, script errors, reflow, visible focus on every Tab stop, and the main keyboard tasks), and in Windows forced-colors mode emulated in Chrome. VoiceOver with Safari on an iPhone was spot-checked on the home page as it stood on 26 September 2026: the skip link and the header links are announced with their names and states.
- **WCAG 2.2 measurement:** 33 page states at 375 and 1280 CSS px: every interactive target sized (2,544 targets, with the spacing, inline and equivalent exceptions applied), 1,478 forward and 1,380 backward focus stops sampled for obscured focus, help mechanisms compared across pages, multi-step processes checked for repeated entry, and paste and autocomplete tested in every sign-in field.
- **Other methods:**
 - speech-unavailable simulation (SpeechRecognition removed) on every voice feature;
 - server-side error handling on seven sign-in and join forms;
 - a text scan for sensory-only instructions;
 - source review of style sheets and scripts for hover or focus content, single-key shortcuts, pointer gestures and down-events, device motion, orientation locks and time limits.
- **Not used in this evaluation:**
 - screen readers other than NVDA (JAWS, TalkBack), a full VoiceOver pass, and NVDA walkthroughs of the Manager's Day's timed briefing and submission and of the eight manager-track conversations;
 - physical phones or tablets, beyond the iPhone VoiceOver spot check;
 - Safari on a desktop;

- voice-control software;
- review by people with disabilities.

Remarks marked **Not evaluated** mean the criterion, or that part of it, was not tested.

Applicable Standards/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

Terms

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects, or meets it 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. VPAT 2.5 permits this only for WCAG Level AAA.

WCAG 2.x Report

Revised Section 508 incorporates WCAG 2.0 Level A and AA (E205.4 Web content; 501.1 Software; 504.2 Authoring tools; 602.3 Support documentation). Criteria marked **(WCAG 2.1)** are reported for customers who require WCAG 2.1 AA, including public entities under the ADA Title II rule. Revised Section 508 does not require them. Criteria marked **(WCAG 2.2)** are the six Level A and AA criteria that WCAG 2.2 adds; they are reported for customers who ask for WCAG 2.2. WCAG 2.2 removes 4.1.1 Parsing.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Across 83 page states, Chrome's accessibility tree found no unnamed images, icons or graphical controls. Logos carry text alternatives. Decorative images use empty alt next to visible text. Seating, pricing and parking maps are role="img" with descriptive labels, and every map link is named with its section or lot and availability (for example "Section 101, 8 of 148 left").

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No prerecorded audio-only or video-only content. Caller speech in practice calls is synthesized live from text displayed in an on-screen transcript.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No prerecorded video.
1.3.1 Info and Relationships (Level A)	Supports	Headings (one h1 per page), landmarks, programmatic labels on every form field, header cells on application tables, fieldset/legend on exam and station questions, and aria-pressed/aria-current for selected tabs and rows. Radio groups are labeled radiogroups tied to their visible question: the join form, the module "Quick check" drills, the organization sign-up package and payment choices, the manager-track stance question, and the Sales Board visibility setting. Sales-manual tables have header cells: column headers above the rule, and row headers in two-column label and value tables. This was verified on /coach/manual/read, and by rendering every stored school manual through the same renderer (52 of 52 tables). The learner's manual view could not be opened with a test account; it uses the same renderer.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading and focus order follow the visual order on all audited pages at both widths. Floating elements (Help, notes pad) come after main content in the DOM.
1.3.3 Sensory Characteristics (Level A)	Supports	A text scan of all audited pages found no instruction that relies only on shape, color, size, location or sound. Seat-map color references are paired with a named legend and icons. One funnel explanation on the console "How the room is doing" page mentions "the number on the right"; each value is also written out in words.
1.4.1 Use of Color (Level A)	Supports	The Manager's Day progress bar names each moment and its result in text, marks the current moment with aria-current and a taller segment, and stripes the moments where a red line or costly line was crossed. Status chips, answer review and availability use text as well as color. Links inside text are underlined. On seat maps, the wheelchair space has an icon, aisle seats differ by shape, and each type is named in the legend and in the control's accessible name. Wheelchair spaces and companion seats are also named in each seat's accessible name (for example "wheelchair space 4" and "companion seat 5").
1.4.2 Audio Control (Level A)	Supports	No audio plays automatically. Speech plays only after the user starts a call and stops when the call is ended.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	Keyboard-only walkthroughs succeeded for: the CRM (search, open account, move between rows); practice calls (dial, "Or type it", send); the eight manager-track practice conversations (/m/calls/*: a labeled "What you say" box and a "Say it" button beside "Tap to talk", with Enter sending the typed turn, in browsers with or without speech recognition); exams; module quick checks (arrow keys move between answers, and Space or Enter checks the one selected); seat and parking maps; the Help panel and tours; the Manager's Day (typed box and notes pad); and the faculty week planner (a select offers an alternative to drag and drop). The callers' replies in the manager-track conversations were not exercised in the test environment.
2.1.2 No Keyboard Trap (Level A)	Supports	Every Tab walk exited the page normally. Dialogs (the Help panel, tours and the practice-call price sheet) contain focus by design and close with Escape or their Close button, returning focus to the control that opened them.
2.1.4 Character Key Shortcuts (Level A) (WCAG 2.1)	Supports	Source review: the only single-character shortcuts ("y" and "n" on the matching deck) work only while a card has focus. No other character-key shortcuts exist.
2.2.1 Timing Adjustable (Level A)	Supports	An assessment sitting closes after four hours of inactivity. Rockbeach has determined that this limit is essential to test integrity, which is the essential exception in 2.2.1, and states it in the Accessibility Statement. No other activity has a time limit on the page, except one Manager's Day moment that limits a first answer to 45 seconds when spoken and to a longer fixed time when typed; that exercise is a timed briefing, so the limit is also essential.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No automatically moving, blinking, scrolling or auto-updating content runs for more than five seconds alongside other content. A reduced-motion check found no infinite animations on any page. The only countdown belongs to the timed call moment described under 2.2.1. The home page's background photographs move more slowly than the page while it is scrolled; they move only in response to scrolling, never on their own, and with prefers-reduced-motion set they do not move and smooth scrolling is off (measured 30 September 2026).
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing content was observed. The product contains no video, and its animations are short transitions, plus scroll-linked parallax on the home page.
2.4.1 Bypass Blocks (Level A)	Supports	A "Skip to content" link is the first focus stop on all 83 page states. Pages use main, header and nav landmarks.
2.4.2 Page Titled (Level A)	Supports	Every audited page has a descriptive, unique title (for example "The CRM — Rockbeach", "8:45 — the manager's day — Rockbeach").
2.4.3 Focus Order (Level A)	Supports	Focus order is logical on all pages. Opening the Help panel or a tour moves focus into it; closing returns focus. After Begin and Next, focus moves to the new exam question's legend. On every call screen, focus stays on the talk or send control while the other person answers, and moves to the typed-answer box when speech input is unavailable (re-tested 27 September 2026).
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text, or its sentence, identifies the destination. The one generic link reads "Sign in here" and follows "Hiring organization?" in the same sentence.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A) (WCAG 2.1)	Supports	No multipoint or path-based gestures are required. Maps work by single tap or click, and drag and drop in the faculty week planner has a select-box alternative.
2.5.2 Pointer Cancellation (Level A) (WCAG 2.1)	Supports	Source review found no activation on pointer-down in the product; controls act on click (up-event).
2.5.3 Label in Name (Level A) (WCAG 2.1)	Supports	Automated comparison found every <code>aria-label</code> contains the visible label text (for example, map links named "Section 101, 8 of 148 left" show "101").
2.5.4 Motion Actuation (Level A) (WCAG 2.1)	Not Applicable	No functionality uses device motion or orientation.
3.1.1 Language of Page (Level A)	Supports	<code>lang="en"</code> on every audited page.
3.2.1 On Focus (Level A)	Supports	No change of context occurred on focus in any of the 3,481 focus stops.
3.2.2 On Input (Level A)	Supports	Select and radio changes update content in place or wait for an explicit submit. The hiring organization's candidate filters (<code>/org/candidates</code>) no longer submit on change: ArrowDown through all five selects caused no reload and left focus in place, and the "Show" button submits the chosen filters.
3.2.6 Consistent Help (Level A) (WCAG 2.2)	Supports	The Help button sits in the same place in the header of every page that offers it, before the main content, and the Accessibility link is in the same place in the footer of every page, after Terms and Privacy. Compared across 33 page states at two widths.
3.3.1 Error Identification (Level A)	Supports	Sign-in, sign-up, organization and advisor errors are identified in text, announced (<code>role="alert"</code>) and focused. On <code>/join</code> a password error names the field ("Choose a password: ..."), and the field is marked <code>aria-invalid</code> and described by the message. Checked with NVDA: the sign-in error is read on arrival without the user moving focus.
3.3.2 Labels or Instructions (Level A)	Supports	Every audited form field has a visible label or visible instructions and a programmatic name. Hints on the sign-up form are tied to their fields with <code>aria-describedby</code> , so they are read with the field. The typed-input box in Manager's Day call moments is labeled "What you say". Note fields have visible labels that stay shown when the field is filled.
3.3.7 Redundant Entry (Level A) (WCAG 2.2)	Supports	Information entered earlier in a process is not asked for again. After a sign-up is refused, every answer except the password comes back filled in (passwords are exempt). Checkout, caller verification and the manager gate ask for nothing twice.
4.1.1 Parsing (Level A)	Supports	Per the 2023 WCAG 2.0 and 2.1 errata, 4.1.1 is treated as always satisfied for HTML. Repeated SVG gradient ids in badge artwork were noted, with no effect on assistive technology. WCAG 2.2 removes this criterion.
4.1.2 Name, Role, Value (Level A)	Supports	0 unnamed interactive controls across 83 page states. Custom controls expose role and state: CRM rows are buttons (<code>aria-current</code>), section tabs use <code>aria-pressed</code> , toggles use <code>aria-expanded</code> and <code>aria-controls</code> , and the Help panel, tours and the practice-call price sheet are labeled modal dialogs. Name and role were verified in Chrome's accessibility tree; spot-checked with NVDA.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live audio or video broadcasts. Synthesized caller speech is shown as on-screen text.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No prerecorded video.
1.3.4 Orientation (Level AA) (WCAG 2.1)	Supports	No orientation lock in styles or scripts. Pages were used in portrait phone (375 x 812) and landscape desktop (1280 x 900) layouts.
1.3.5 Identify Input Purpose (Level AA) (WCAG 2.1)	Supports	Every field that collects the user's own information has an autocomplete token: name, email, password, phone, organization, street address, job title and date of birth, on the sign-up, sign-in, organization join and account, and faculty profile forms.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All measured text meets 4.5:1, or 3:1 for large text (22,396 elements in the full audit). The three failures found then were re-measured after the fixes: the school name in client-school desk headers (7.64:1 on a client school's navy), the band label on the public certificate page (6.63:1) and the note on the public free-call page (5.16:1). Client-school headers use each school's own color, so the header should be checked when a school is onboarded.
1.4.4 Resize text (Level AA)	Supports	At 200% zoom (640 x 450 CSS px at DPR 2) no content or function was lost and no text was clipped on any audited page.
1.4.5 Images of Text (Level AA)	Supports	Text is rendered as text, including map labels and badge artwork. Images of text are limited to logotypes.
1.4.10 Reflow (Level AA) (WCAG 2.1)	Supports	At 320 CSS px all audited pages reflow to one column without horizontal scrolling. The client-school header that was 5 px too wide now wraps the school name (a client school's call page: 320 px of 320 px; 10 more client-seat pages checked). Data maps scroll inside their own containers, as the criterion allows. The home page, rebuilt 29 September 2026, was re-checked at 320, 360 and 375 px.
1.4.11 Non-text Contrast (Level AA) (WCAG 2.1)	Supports	Form-field boundaries meet 3:1 (3.77:1) on all audited pages, including the Manager's Day notes box. Focus indicators are 2px outlines that meet 3:1 wherever tested. On dark grounds the ring is white: the red test bar (6.57:1), the sponsor "Shop Regadget" button (8.15:1) the home page's "Need convincing?" link and FAQ questions (18.2 to 19.7:1). The home page's photo-backed buttons use a white ring with a dark inner band (re-tested 30 September 2026).
1.4.12 Text Spacing (Level AA) (WCAG 2.1)	Supports	With line height 1.5, letter spacing 0.12em, word spacing 0.16em and paragraph spacing 2em applied, no page showed new clipping or overlap.
1.4.13 Content on Hover or Focus (Level AA) (WCAG 2.1)	Supports	No custom content appears on hover or focus. Help and tours open on activation. Sold-seat holder names use the browser's native tooltip and are also listed on the page.
2.4.5 Multiple Ways (Level AA)	Supports	Pages are reachable through a persistent navigation bar in each area (desk tool strip, console bar, faculty bar) and through link lists on each area's home page. The manual and the CRM also offer search.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe their topic or purpose. A few pages skip a heading level (for example h1 to h3), which is not a failure of this criterion.
2.4.7 Focus Visible (Level AA)	Supports	Every focusable element tested with real Tab presses shows a 2px focus outline. Visually hidden inputs show focus on their visible labels, and map links show a thicker outline. On the home page every stop shows an outline: white on the photo and the dark sections (17.0 to 19.7:1), dark on the white cards (16.9 to 19.0:1) (re-tested 30 September 2026). Focused controls are also kept clear of sticky bars when moving backward with Shift+Tab (see 2.4.11).
2.4.11 Focus Not Obscured (Minimum) (Level AA) (WCAG 2.2)	Supports	No focused control is entirely hidden by a sticky header, status bar or bottom bar, moving forward with Tab or backward with Shift+Tab. The page keeps clear the height of whatever is stuck to its top and bottom. The first measurement found 113 hidden stops going backward; after the fix, 0 of 1,243 backward stops on the affected pages were hidden at 375 and 1280 px (re-tested 26 September 2026).
2.5.7 Dragging Movements (Level AA) (WCAG 2.2)	Supports	No function in the product requires dragging. The faculty week planner offers a select box as an alternative to drag and drop.
2.5.8 Target Size (Minimum) (Level AA) (WCAG 2.2)	Supports	2,544 targets measured on 33 page states at two widths. Targets under 24 by 24 px meet the spacing or inline exception, or have an equivalent on the same page (every venue-map section is also a link in a list). Seat-map seats, the one failure found, are now 24 by 24 px targets (re-tested 26 September 2026). Buttons on the owner's voice settings are at least 28 px tall at phone width (re-tested 27 September 2026).
3.1.2 Language of Parts (Level AA)	Supports	Content on all audited pages is English; no passages in other languages were found.
3.2.3 Consistent Navigation (Level AA)	Supports	Each area repeats its navigation in the same order on every page: learner desk tool strip, console bar, faculty bar, organization bar.
3.2.4 Consistent Identification (Level AA)	Supports	Repeated functions (Help, Tour, Exit desk, Back to your desk, Sign out) use the same labels and icons throughout.
3.3.3 Error Suggestion (Level AA)	Supports	Errors on the tested forms suggest a correction, for example "Choose a password: use at least 12 characters." and "Never set a password? Use the link in your invite, or Forgot your password."
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Account deletion requires typing DELETE and a confirmation (verified in source; not executed). Exam answers can be changed with Back until "Submit exam", and retakes are allowed. Manager's Day answers are checked (minimum length) before they are accepted, and a review page comes before final submission, but individual moments cannot be revised; Rockbeach should confirm whether a per-moment confirmation is needed. Not evaluated: Stripe Checkout (third party).
3.3.8 Accessible Authentication (Minimum) (Level AA) (WCAG 2.2)	Supports	Signing in needs no cognitive function test: there is no CAPTCHA or puzzle, paste works in every email, password and code field, and autocomplete tokens let password managers fill them. Sign-in with Google is also offered.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA) (WCAG 2.1)	Supports	Live regions announce: CRM status; exam progress; call hints and transcripts, including the manager-track conversations; form errors; list filter counts; the Manager's Day notes save status, which changes only when a save succeeds or fails; and the "Saved" indicator on module written answers, which is set only after a save succeeds and then cleared; module "not yet" messages; the exam's connection note; the result of each practice conversation; the Manager's Day call transcript and its 45-second clock, which is spoken at the start, at ten seconds and at time; the number of CRM accounts matching a search; ticketing refusals, as alerts; and the sign-up password rules, whose count ("4 of 5 met") is read when typing pauses; call errors (a call that could not start, was not recorded, or lost its connection), as alerts; and the voice settings' test results.

Table 3: Success Criteria, Level AAA

Not evaluated. Level AAA is not claimed.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	All controls have accessible names and roles; pages have skip links, landmarks and headings; dialogs manage focus; tables have header cells; radio groups are named; status messages are announced; practice calls and conversations can be typed. With NVDA and Chrome, signing up, the baseline assessment, a module, the CRM, a ticket sale and a practice call were each completed from start to finish using the keyboard alone, as was part of the Manager's Day (the stand-up, the notes pad and a call); every issue found was fixed (26 September 2026). On 27 September 2026 the rest of the Manager's Day, including the timed briefing and its spoken countdown, and the day's submission and result, and the manager-track conversations were completed the same way. Five issues were found and fixed that night: conversation links that did not name their conversation, an opening line that was not read, recognized speech that was read aloud and picked up again by the microphone, an extra link left in the tab order, and a result page without a main heading. JAWS has not been tested, and VoiceOver has had a spot check only.
302.2 With Limited Vision	Supports	Content reflows at 320 px and at 200% zoom; text and non-text contrast meet the minimums; focus indicators are visible on every background tested (re-tested 26 September 2026). In Windows forced-colors (high contrast) mode, focus indicators, button edges, progress bars and the seat map's seat states remain distinguishable (re-tested 26 September 2026).
302.3 Without Perception of Color	Supports	Color is not the only means of conveying information (see 1.4.1).

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	No prerecorded media. All synthesized caller speech is also shown as text in the call transcript. No information conveyed by sound alone was found.
302.5 With Limited Hearing	Supports	As 302.4. The transcript gives an equivalent to all speech output.
302.6 Without Speech	Supports	Every speech input also accepts typed input: practice calls, the free call, every Manager's Day moment and the eight manager-track conversations, each with a labeled text box and a Say it button (Enter sends).
302.7 With Limited Manipulation	Supports	All tested functionality works by keyboard alone and needs no gestures, simultaneous actions or fine pointer control. The candidate filters no longer reload on arrow keys.
302.8 With Limited Reach and Strength	Supports	No simultaneous actions, sustained presses or motion input are required. Time limits are described under 2.2.1.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Navigation and labels are consistent, errors are identified with suggestions, and progress is saved as the learner goes, with a notes pad and a take-a-break option on the longest activity. The assessment's four-hour inactivity limit is essential to test integrity (see 2.2.1).

Chapter 4: Hardware

Criteria	Conformance Level	Remarks and Explanations
Chapter 4 (all)	Not Applicable	Rockbeach Training is a web application and includes no hardware.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	The user interface is web content evaluated against WCAG (Tables 1 and 2).
502 Interoperability with Assistive Technology	Not Applicable	Web application that does not use platform accessibility services directly (501.1 Exception). That exception presumes WCAG 2.0 A/AA conformance; which Tables 1 and 2 report.
503 Applications	Not Applicable	As 502. User preferences, captioning and audio-description controls are provided by the browser and operating system.
504 Authoring Tools (504.1 Scope)	See remarks	Console users and faculty enter text (for example school manual answers and class settings) that the product publishes to other users. Authors type plain text into labeled fields, and the product generates all markup and styling.
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	Rockbeach Training is not an authoring tool: users do not create web content for publication to others. Schools upload their own sales playbook PDF, which is stored and served as provided.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Not an authoring tool (see 504.2).
504.2.2 PDF Export	Not Applicable	Not an authoring tool (see 504.2). Note: the downloadable PDF sales manual has not been checked against PDF/UA; the same content is available as an accessible web page (the online manual).
504.3 Prompts	Not Applicable	Not an authoring tool (see 504.2).
504.4 Templates	Not Applicable	Not an authoring tool (see 504.2).

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	
602.2 Accessibility and Compatibility Features	Supports	The Accessibility Statement at rockbeachtraining.com/accessibility lists the standard, how the product is tested, the accessibility features (keyboard operation, typed alternatives to speech), known limitations and how to report a barrier.
602.3 Electronic Support Documentation	Supports	The in-product Help panel, the "What your desk means" guide and the Accessibility Statement meet the WCAG criteria above; rendered sales-manual tables have header cells (re-tested 26 September 2026).
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided electronically.
603.2 Information on Accessibility and Compatibility Features	Supports	Support, by email and through the in-product Help panel, answers questions about the accessibility features the Accessibility Statement documents.
603.3 Accommodation of Communication Needs	Supports	Support is offered by email and through the text-based in-product Help panel, so no voice call is needed; this serves people who are deaf, hard of hearing or speech-disabled.

Legal Disclaimer (Rockbeach, LLC)

This Accessibility Conformance Report describes Rockbeach Training as evaluated by Rockbeach, LLC on 26 September 2026, with the home page re-tested on 30 September 2026. It is a vendor self-assessment. It is provided for information and does not constitute a warranty. Rockbeach, LLC updates the product continually and will revise this report as accessibility defects are corrected and new functionality is evaluated.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI).