

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Reporting requirements	1
4.1 General	1
4.2 Context of use	2
4.3 Conformance	2
4.4 Structure of the report for each recommendation	2
4.5 Choosing and implementing methods and approaches for conformance evaluation	3
4.6 Participation of people with diverse cognitive abilities	4
5 Reporting on motivation and focus	4
5.1 General	4
5.2 Means of motivation	4
5.2.1 Provide options for recruiting interest	4
5.2.2 Optimize individual options	5
5.2.3 Support autonomous use	5
5.2.4 Optimize usefulness and relevance	5
5.2.5 Provide options for the level of abstraction	6
5.2.6 Support focus on the desired outcome	6
5.2.7 Optimize challenge by varying demands and resources	7
5.2.8 Provide options for self-regulation, self-assessment and coping	7
5.2.9 Avoid unintentional trigger of inappropriate reactions	7
5.2.10 Provide means to meet differences in coping abilities	8
5.2.11 Optimize for self-determination and confidence	8
5.2.12 Minimize threats and maximize trust	8
5.2.13 Avoid enhanced accessibility compromising safety	9
5.3 Focus, attention and feedback	9
5.3.1 Clarify the object in focus	9
5.3.2 Support or facilitate shifts in focus	9
5.3.3 Avoid features that inadvertently change focus or division of attention	10
5.3.4 Provide relevant feedback	10
6 Representation and understanding	10
6.1 General	10
6.2 Multiple means of representation and understanding	11
6.2.1 Simplify the language – dealing with words	11
6.2.2 Simplify the language – dealing with symbols	11
6.2.3 Simplify the message structure	11
6.2.4 Promote understanding across language barriers	12
6.2.5 Support translation processes	12
6.2.6 Provide and optimize options for finding information	12
6.2.7 Provide equal opportunities for comprehension	13
6.3 Spatial orientation and understanding of values and sizes	13
6.3.1 Provide means for comparing entities and sizes	13
6.3.2 Provide means for understanding scales and relative values	13
6.3.3 Provide means for understanding position in space	14
6.4 Simple, understandable and logical	14
6.4.1 Apply a logical and consistent design	14
6.4.2 Activate or supply background knowledge	14
6.4.3 Maximize transfer and generalization	15
6.4.4 Provide options to understand underlying concepts and ideas	15

	6.4.5	Minimize complexity	16
7	Action		16
	7.1	General	16
	7.2	Means of expression	16
	7.2.1	Provide multiple customizable media for information, expression and communication	16
	7.3	Organization, planning and time management	17
	7.3.1	Guide goal-setting	17
	7.3.2	Simplify decision-making	17
	7.3.3	Support strategic activities	17
	7.3.4	Provide options for strategic activities	18
	7.3.5	Protect the user from time constraints	18
	7.3.6	Provide options for time perception	18
	7.3.7	Provide options for orientation to time	19
	7.3.8	Provide options to communicate time or preferences for time management	19
	7.3.9	Provide options for adapting time demands	19
	7.4	Flexibility and equal opportunities	19
	7.4.1	Provide accomplishment of tasks in an identical manner whenever possible or in an equivalent manner when an identical manner is not possible	19
	7.4.2	Optimize access to systems and interoperability	20
	7.4.3	Provide alternative and multiple means of user interaction	20
	7.4.4	Clarify options and alternatives that can be chosen and decisions that must be taken	20
	7.4.5	Provide default configuration and adjustable parameters	21
	7.4.6	Provide individualized access and reuse of user profiles	21
	7.4.7	Ensure that the intended outcome of the system is easily accessible	22
	7.5	Support for completion of tasks	22
	7.5.1	Support sustained attention and concentration throughout the process	22
	7.5.2	Provide means for avoiding mistakes	22
	7.5.3	Clarify mistakes and errors	23
	7.5.4	Simplify corrections of mistakes and errors	23
	7.5.5	Provide appropriate support functions	23
	7.5.6	Provide content-integrated contextual help	24
	Annex A (informative)	Example of reporting template	25
	Annex B (informative)	Examples of test methods and how to apply them	26
	Bibliography		36

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 173, *Assistive products*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 293, *Assistive products and accessibility*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

A list of all parts in the ISO 21801 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

The intended user of this document is anyone who wants to report the cognitive accessibility of a specific system. Typically, that might be a product owner, manufacturer, designer, or salesperson. Third-party representatives can also use this document for reporting. This document can be used alongside existing standards and accompanying test methods for their systems. This document is intended to increase access to a variety of systems.

QUESTO DOCUMENTO È UNA PREVIEW. RIPRODUZIONE VIETATA

Cognitive accessibility —

Part 2: Reporting

1 Scope

This document specifies requirements for reporting the cognitive accessibility of systems, including assistive products, assistive technologies, consumer technologies, and household appliances, according to the recommendations given in ISO 21801-1:2020.

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.

ISO 21801-1, *Cognitive accessibility — Part 1: General guidelines*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 21801-1 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

environment

aggregate of surrounding things, conditions, context of, or influences upon an entity of interest

4 Reporting requirements

4.1 General

The report shall be structured in the following sections:

- The name of the system.
- A description of the context of use for the system.
- Details of the system's conformance to each recommendation.

[Clauses 5, 6](#) and [7](#) specify further details of the applicability of the recommendations given in ISO 21801-1:2020

NOTE An example of reporting template is presented in [Annex A](#).