

VSware Accessibility Statement

At VSware, we're dedicated to creating inclusive digital experiences by designing products, services, and workspaces that eliminate accessibility barriers and welcome all users.

Measures to support accessibility

VSware takes the following measures to ensure accessibility of VSware:

- Include accessibility throughout our internal policies.
- Integrate accessibility into our procurement practices.
- Appoint an accessibility officer.
- Employ formal accessibility quality assurance methods.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

VSware is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard. Those parts are located in our legacy code, which we are currently updating. Any new features deployed in 2025 and forward will be fully compliant with WCAG 2.1 level AA.

Known accessibility issues

We want to be transparent about the parts of VSware that do not yet meet WCAG 2.1 AA. These areas are being addressed as we continue migrating our legacy admin pages. If any of these issues prevent you from completing a task, please contact our support team and we will work with you to find an alternative.

The Parent and Student portals will be rebuilt for accessibility and meet WCAG 2.1 AA, with many pages meeting AAA. The issues listed below are in the staff-facing admin areas.

- **Taking attendance as a teacher with a screen reader:** The teacher attendance screens use code that predates our accessibility work and are difficult to operate with a screen reader. A rewrite is on our roadmap but does not yet

have a confirmed release date. Teachers who need an alternative way to record attendance can contact support to make arrangements.

- **Older admin areas: Timetable, Substitution, Room Booking, Options, Add New User, Groups, and Classes:** These administrative areas still render through our older interface and do not meet keyboard-only or screen-reader requirements end-to-end. They are scheduled to be rebuilt as part of our ongoing migration; we will update this statement when each area is released.
- **Individual screens inside otherwise modern modules:** A small number of screens in Attendance, Settings, Faculty, Student Reporting, Notifications, Learner, Current Timetable, Dashboard, and Fees still use legacy code. The rest of those modules have been rebuilt and meet WCAG 2.1 AA. The remaining screens will be migrated alongside the modules above.

Feedback

We welcome your feedback on the accessibility of VSware. Please let us know if you encounter accessibility barriers on VSware:

Phone: [01-5549628](tel:01-5549628)

E-mail: support@vsware.ie

Visitor Address: VSware Floor 1, La Touche House, Custom House Quay, Dock Rd, International Financial Services Centre, Dublin 1, D01 R5P3

We try to respond to feedback within 4 business days.