IEC 63080

INTERNATIONAL STANDARD

NORME INTERNATIONALE

Accessibility terms and definitions

Termes et définitions relatifs à l'accessibilité

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INTERNATIONAL
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COMMISSION

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iTeh STANDARD PREVIEW
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INTERNATIONAL ELECTROTECHNICAL COMMISSION

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ACCESSIBILITY TERMS AND DEFINITIONS

FOREWORD

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ITU-T F.791:2015 has served as a basis for the elaboration of this standard.

The text of this International Standard is based on the following documents:

CDV	Report on voting
100/2775/CDV	100/2873/RVC

Full information on the voting for the approval of this International Standard can be found in the report on voting indicated in the above table.

This document has been drafted in accordance with the ISO/IEC Directives, Part 2.

The committee has decided that the contents of this document will remain unchanged until the stability date indicated on the IEC website under "http://webstore.iec.ch" in the data related to the specific document. At this date, the document will be

- reconfirmed,
- withdrawn,
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INTRODUCTION

This document defines words describing accessibility, disability, and technical terms to be used for improving the writing in relation to standardization, and to facilitate accurately the needs and the mainstreaming of accessibility in standards that will include persons with disabilities (PWD), older persons with age-related disabilities and persons with specific needs. See WTDC Res. 58, WTDC AP and ITU–T F.790, listed in the Bibliography.

With the advent of the United Nations Convention on the Rights of Persons with Disabilities (see UNCRPD in the Bibliography), its passage in 2006, and its ratification by numerous countries, many new terms and definitions were created. Some of these terms and definitions were created at the behest of PWD themselves to eradicate terms that were demeaning, insulting, and inaccurate.

Writers of standards are able to mainstream accessibility features into standards, as well as to write specific standards for accessibility. To design products and services successfully, there is a need for a common language. This document is intended to give definitions so that it will make it easier for industries to implement these accessibility features and accessibility standards if everyone is using the same language and vocabulary. It is also important that governments, government agencies, non-government organizations (NGOs), the UN, and its respective agencies normalize these terms for their integration into mainstream everyday language.

The UN Convention on the Rights of Persons with Disabilities (UNCRPD), Article 9, made clear the need to include PWD, older persons with age-related disabilities, and persons with specific needs by mainstreaming them into all aspects of modern life. This can only be done by including them in the design of modern technology and information and communication technologies (ICTs) using universal design as defined in the UNCRPD and using a common language and vocabulary.

ACCESSIBILITY TERMS AND DEFINITIONS

1 Scope

This document contains a list of currently used terminology to describe accessibility and terms that writers of standards need when writing and designing International Standards. It is important to standardize and define a recognized list of the terms already used and in existing ITU Recommendations and Resolutions, along with those in the UN Convention on the Rights of Persons with Disabilities (UNCRPD). Without such a list, there could be confusion not only on the part of writers and implementers of standards, but also by the public at large. It is also important to eliminate terminology that is no longer used, offensive, and demeaning to persons with disabilities (PWD) and others.

The terminology in this document is for use in international work when English is used to refer to telecommunication/ICT accessibility matters. This document is also applicable to everyday life and all usages, including web design and other writings, as well as ICT, telecommunications, and broadcasting standardization. The aim is for it to also be mainstreamed into future policy, regulatory, and academic documents so as to be consistent with global compatibility and understanding. In the future, work that is yet to be created, written, or approved could include new terms that are added as appropriate by consensus in a revision.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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

• IEC Electropedia: available at http://www.electropedia.org/

• ISO Online browsing platform: available at http://www.iso.org/obp

3.1
access service
accessibility service
provision of features intended to make primary audiovisual content accessible to users with specific needs, preferences, or in specific environmental contexts

3.2
accessibility
degree to which a product, device, service, or environment (virtual or real) is available to as many people as possible

3.3
accessibility content
accessibility of the content delivered by an audiovisual media solution, i.e. captions, subtitles, audio description, audio subtitles, etc., and differentiated from the solution's interface accessibility

Note 1 to entry: Access services are a primary means of delivering content so that it will be accessible to PWD as well as persons with specific needs.

3.4
accessibility feature
additional content component that is intended to assist people hindered in their ability to perceive an aspect of the main content

3.5
ALD
assistive listening devices
devices enabling persons who are hard of hearing to hear sounds on an improved basis

3.6
ALS
assistive listening system
assistive technology (AT) systems using electromagnetic, radio or light waves, or a combination of the two, enabling transmission of the acoustic signal from the sound source (a loudspeaker or a person talking) directly to the hard-of-hearing person's ALD

3.7
AT
assistive technology
equipment, product system, hardware, software or service that is used to increase, maintain or improve capabilities of persons

Note 1 to entry: Assistive technology is an umbrella term that is broader than assistive products.

Note 2 to entry: Assistive technology can include assistive services, and professional services needed for assessment, recommendation and provision.

[SOURCE: ISO/IEC Guide 71:2014, 2.16, modified – "individuals" replaced by "persons" for consistency within this document.]

3.8
audio and spoken subtitles
subtitle text rendered into speech by a human voice artist or a synthetic voice with a text-to-speech software programme

3.9
audio captions
audio captioning
captions that are read aloud and reflected as speech

Note 1 to entry: It can also be used to designate the audio content of an audiovisual work or sequence in any language along with action. It is read aloud by a human or a specific apparatus that converts the text into speech.

Note 2 to entry: Audio captions can be called "audio subtitles" or "spoken subtitles" in the case of foreign language dialogue.

3.10
audio description
additional audio track to aid persons with visual impairments who cannot follow the visual content

Note 1 to entry: Audio description is also known as "video description", "visual description", and "described video".

3.11
captions
captioning
real-time transcription of spoken words, sound effects, relevant musical cues, and other relevant audio information in live or pre-recorded events

Note 1 to entry: Captions can be open, not adjustable by the user, or closed where they can be turned on and off by the users at will. See 3.13 for further explanation of open and closed accessible services.

3.12
clean audio
enhanced audio signal by means of signal processing, with improved intelligibility of the dialogue with respect to ambient noise, background noise, music, etc.

Note 1 to entry: This can also apply to the quality of the audio used for audio captioning (see 3.9), audio description (see 3.10), and subtitles (see 3.39).

3.13
closed/open accessibility services
accessibility services – audio description, audio subtitling, captioning, and sign language – that have the possibility of being selected by the end user

Note 1 to entry: When selected by the end user, it is closed. If it cannot be selected or turned off by the user, it is an open service, i.e. open caption.

3.14
design for all
design of mainstream products and/or services that are accessible to, and usable by all persons, especially including persons with disabilities (PWD), and persons who were born with specific needs

3.15
disability
restriction or inability to perform a function or activity in the manner or the range considered average or accepted functionality, resulting from an impairment or reduction of ability, which can be either permanent or temporary

3.16
human factors
ergonomics
usability and proper interaction between persons for products and devices; services, systems; and environments, both real and virtual

3.17
impairment
loss or abnormality of psychological, physiological, or anatomical structure or function

3.18
interface accessibility
accessibility of the set of provisions that allow a user to operate and control audiovisual media solutions

3.19
keyboard emulator
hardware/software input device that emulates the key press outputs of an alphanumeric keyboard

3.20
lip-reading
lip-reading interpretation
form of communication and interpretation used by persons who are hard of hearing, or persons who are deaf who may or may not use sign language

3.21
lip speaking interpreters
oral interpreters
technique of interpretation for persons who are deaf and hard of hearing, where a trained interpreter speaks silently the dialogue in the audio visual content or in any other event in real time, so that the speech is clearly discernible for persons with hearing disabilities who can lip-read the words from the interpreter's mouth without the use of sign language

3.22
mainstreaming
inclusion of persons with disabilities (PWD) in everyday life without segregation in the environment, education, technology, i.e. access to telephones, the Internet, the web, and all ICTs

3.23
persons with age-related disabilities
persons with cognitive and physical disabilities that are caused by the aging process itself, e.g. diminished eyesight, deafness in varying degrees, reduced mobility, or cognitive abilities

3.24
persons with disabilities
PWD
persons with a disability according to UNCRPD

3.25
persons with specific needs
persons with disabilities (PWD), persons who are not literate, those with learning disabilities, children, indigenous people, older persons with age-related disabilities, and anyone who has a temporary disability

3.26
pixelation
display of a bitmap or a section of a bitmap at such a large size that individual pixels become visible, making the image "jagged" and more difficult to decipher

3.27
platform accessibility features
accessibility functionality provided as standard on a particular hardware/software platform

3.28
profile settings
ability for the users to store and retrieve multiple profiles containing sets of user interface preference settings without having to reset them each time, including accessibility settings

3.29
real time
data or services (e.g. broadcasting) that are transmitted with virtually no delay

3.30
relay service
telephone service that enables a person who is deaf or hard of hearing or whose speech is not clearly understood to place and receive telephone calls in real time

3.31
remote participation
participation in a meeting from a separate geographical location, using communication technologies

[SOURCE: ITU-T A-Sup. 4 (06/2015) Supplement on guidelines for remote participation]

3.32
respeaking
technique to produce captions where a person ("the respeaker") listens to the speech and re-speaks it, such that the respeaker's vocal input is processed by a speech recognition software that transcribes it and produces the captions

3.33
screen magnification software
software application used by a person with low vision to magnify a portion of the text and/or graphics displayed on a video screen sufficiently to enable reading and comprehension

3.34
screen reader software
software application used by a person who is blind or otherwise "print impaired" to identify and interpret what is being displayed on a video display and read aloud using speech synthesis

3.35
sign language
signed language
visual signing
natural language that, instead of acoustically conveying sound patterns, uses manual communication with the hands, facial expressions, and body language to convey meaning

3.36
sign language interpretation
synchronized showing of an interpreter who uses sign language to convey the main audio content and dialogue to people who use sign language and also to some lip readers who can combine lip-reading with sign language

Note 1 to entry: In certain cases, a synthetic construct can be used in place of an interpreter.

Note 2 to entry: This is also done live when an interpreter is physically present.

3.37
special needs
identification in forms or signs of any accessibility accommodation that a person with disabilities or a person with specific needs may require to help them be able to participate

Note 1 to entry: Not to be used to refer to persons (see clauses 3.38, 6.38, and Annex A).

Note 2 to entry: This term has a different usage when referring to countries, see [WTDC Res.58], and [WTDC AP].

3.38
specific needs
DEPRECATED: special needs
wide range of categories of persons including women, children, youth, indigenous people, older persons with age related disabilities, persons with illiteracy, as well as persons with disabilities (PWD)

SEE [ITU PP Res.175], [WTDC Res.58], [WTDC AP], and 6.39.

3.39
subtitles
on-screen text translation between languages of the dialogue in any audiovisual content

3.40
supplementary audio services
additional audio soundtrack that provides additional features or function over and above that provided by the main audio stream

3.41
universal design
DEPRECATED: inclusive design
mainstream products and/or services that are accessible to, and usable by, as many people as reasonably possible without the need for special adaptation or specialized design

4 Abbreviated terms

ALD   assistive listening devices

ALS   assistive listening system

AT   assistive technology

CART   communication access real-time translation (i.e., real-time captioning)

EPG   electronic programme guide

G3ict   global initiative for inclusive ICTs

HD   high definition

ICT   information and communication technology

IFHOH   International Federation of Hard of Hearing People

IPTV   Internet protocol television

PWD   persons with disabilities

SA   supplementary audio

UNCRPD   UN Convention on the Rights of Persons with Disabilities

WFD   World Federation of the Deaf

WTDC   World Telecommunications Development Conference

5 Conventions

The terms and definitions in this document are matched in numbering in Clauses 3 and 6, for easier reference for the reader. The essential definitions are provided in Clause 3, while more nuanced considerations on the use of different terms associated with the definitions are provided in Clause 6.

6 Terminology

6.1 Access service or accessibility service

See 3.1 for a concise definition.

Examples related to impairments include users who are deaf, hard of hearing, blind, or partially sighted. Examples related to preferences include people who turn down the sound on a TV when others are trying to sleep. Examples related to environmental contexts of use include being unable to hear a phone in a loud environment or see a screen in strong light. Examples of common access services are captioning, subtitling, audio description, and sign language interpretation. A service such as captioning, audio description, or visual signing

improves the accessibility of the audiovisual content for which it was made. It is required that metadata be available in an electronic programme guide (EPG) to allow a user to be able to determine the access services available.

6.2 Accessibility

See 3.2 for a concise definition.

Accessibility can be viewed as the "ability to access", and possibly benefit, from some system or entity. Accessibility is often used to focus on PWD or identify persons with specific needs who may or may not be PWD and their right of access to entities, directly, or through use of assistive technology (AT) or access services. Accessibility is the property of being accessible and useable upon demand by an authorized entity. Accessibility is strongly related to universal design (see Article 2 of UNCRPD), when the approach involves direct access. Universal design is about making (and designing) things from the beginning of concept to realization, to be accessible to as many people as possible, whether or not they have a disability or specific needs. Using the principles of universal design in the beginning of the design process will make products, services, and environments, both virtual and real, accessible to a greater number of people and will prevent expensive refits later when accessibility is possibly required by regulation. An alternative method of providing accessibility is to provide "indirect access" by having the entity support the use of a person's AT to achieve access.

6.3 Accessibility content

See 3.3 for a concise definition.

In order for PWD and specific needs to follow audiovisual content, certain technology shall be implemented. Examples are the following: for persons who are deaf and/or profoundly hard of hearing, open and closed captioning (including audio captioning) are necessary for understanding dialogue and background noises. An example is sign language, which also can be open or closed. For persons who are visually impaired, audio description is necessary to describe the non-spoken content of audiovisual content.

6.4 Accessibility feature

See 3.4 for a concise definition.

Examples of accessible features are: captions for persons who are deaf and persons who are hard of hearing, subtitles in various languages, and sign language interpretation for video and audio description for the visually impaired.

6.5 Assistive listening devices (ALD)

See 3.5 for a concise definition.

ALD include hearing aids worn in the ear with or without radio assistance and radio communication systems comprising of a narrow band transmitter(s). These can be handheld, placed on a table, or worn physically around the neck. They can have a wired or an inductive connection to a hearing aid. ALD also include cochlear implants.

6.6 Assistive listening system (ALS)

See 3.6 for a concise definition.

ALSs include telecoil (an audio inductive loop), infrared systems, or radio frequency-based systems that are found in mobile phones. They can be found installed at shop counters and in large venues, for example theatres, museums, and conference centres.