

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9241-171 — Ergonomics Guidance on Software Accessibility

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference DIV-ACC-9241-171 • ISO Diversity & Inclusion

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	DIV-ACC-9241-171
AWARD	Certificate
ASSESSMENT	300 marks — 180 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

ISO DIV Foundation

7 chapters · 42 classes100 marks

• 4 Clause 4: Context of the Organisation — 6 classes

› Identifying Organisational Context for Software Accessibility

› Mapping Interested Parties in Software Accessibility Processes

› Defining Scope for ISO 9241-171 Implementation

› Establishing Management System Boundaries in Accessibility

› Assessing Internal and External Factors Affecting Accessibility

› Aligning Stakeholder Needs with ISO 9241-171 Principles

• 5 Clause 5: Leadership — 6 classes

› Understanding Leadership Commitment in Software Accessibility ISO 9241-171

› Defining Policies for Accessible Software Development ISO 9241-171

› Establishing Roles in Software Accessibility Leadership ISO 9241-171

› Responsibilities of Leaders in Promoting Software Accessibility ISO 9241-171

› Authority Structures for Effective Accessibility Leadership ISO 9241-171

› Developing a Culture of Accessibility in Software ISO 9241-171

• 6 Clause 6: Planning — 6 classes

› Identifying Risks in Software Accessibility Planning

› Opportunities for Enhancing Accessibility in Software Design

› Setting Clear Objectives for Software Accessibility

› Strategic Planning for Accessible Software Solutions

› Measuring Success in Accessibility Compliance Efforts

› Integrating Accessibility into Software Development Processes

• 7 Clause 7: Support — 6 classes

› Resources for Software Accessibility Under ISO 9241-171

› Building Competence in Accessible Software Design

› Raising Awareness of Accessibility Principles in Teams

› Effective Communication Strategies for Software Accessibility

› Documenting Information for Compliance with ISO 9241-171

› Evaluating Support Structures for Accessible Software Solutions

• 8 Clause 8: Operation — 6 classes

› Understanding Operational Planning in ISO 9241-171

› Implementing Control Measures for Software Accessibility

› Tailoring Operation Procedures to Diverse User Needs

› Assessing Software Accessibility: Operational Strategies in ISO 9241-171

› Monitoring and Evaluating Accessibility Operations Effectively

› Integrating User Feedback into Operational Planning Processes

• 9 Clause 9: Performance Evaluation — 6 classes

› Monitoring Software Accessibility Performance Under ISO 9241-171

› Measuring User Interaction in Software Accessibility

› Analysing Accessibility Metrics for Effective Evaluation

› Conducting Internal Audits for Accessibility Compliance

› Management Review Techniques for Software Accessibility Standards

› Best Practices for Performance Analysis in ISO 9241-171

• 10 Clause 10: Improvement — 6 classes

› Identifying Nonconformities in Software Accessibility as per ISO 9241-171

› Implementing Corrective Actions for Accessibility Issues

› Measuring Effectiveness of Corrective Actions in Software

› Strategies for Continual Improvement in Software Accessibility

› Creating a Culture of Accessibility Compliance in Development Teams

› Documentation and Reporting of Nonconformities in ISO 9241-171

• CH1 Understanding ISO 9241-171 and Its Importance — 6 classes

- › Overview of ISO 9241-171 Principles
- › The Role of Ergonomics in Software Accessibility
- › Key Terms and Definitions in ISO 9241-171
- › Benefits of Implementing ISO 9241-171 Standards
- › Impact of Accessibility on User Experience
- › Case Studies of Successful ISO 9241-171 Implementation

• CH2 Conducting a Gap Analysis for Accessibility — 6 classes

- › Identifying Current Accessibility Practices
- › Assessing Compliance with ISO 9241-171 Requirements
- › Techniques for Effective Gap Analysis
- › Documenting Findings from the Gap Analysis
- › Developing Recommendations for Improvement
- › Presenting Gap Analysis Results to Stakeholders

• CH3 Project Planning for ISO Implementation Success — 6 classes

- › Defining Project Scope and Objectives
- › Creating a Project Timeline and Milestones
- › Resource Allocation for Accessibility Initiatives
- › Risk Management Strategies in Project Planning
- › Tools for Effective Project Management
- › Engaging Stakeholders Throughout the Project Lifecycle

• CH4 Documentation and Internal Audit Methodology — 6 classes

- › Essential Documents for ISO 9241-171 Compliance
- › Creating an Internal Audit Plan for Accessibility
- › Conducting Internal Audits: Best Practices
- › Documenting Audit Findings and Recommendations
- › Utilising Feedback for Continuous Improvement
- › Preparing for External Certification Audits

• CH5 Management Review and Certification Readiness — 6 classes

- › Conducting Effective Management Reviews
- › Evaluating the Success of Accessibility Initiatives
- › Preparing Documentation for Certification Audits
- › Understanding the Certification Process for ISO 9241-171
- › Addressing Non-Conformities and Action Plans
- › Sustaining Compliance Post-Certification

• CH1 Understanding ISO 9241-171 and Its Importance — 6 classes

- › Overview of ISO 9241-171
- › Significance of Ergonomics in Software Development
- › Key Principles of Accessibility
- › Impact of ISO Standards on Diversity and Inclusion
- › Case Studies on Software Accessibility
- › Navigating Compliance and Accessibility Challenges

• CH2 Positioning ISO Skills Within Industry Sectors — 6 classes

- › Mapping ISO Standards to Industry Needs
- › Sector-Specific Accessibility Challenges
- › Translating ISO Knowledge into Industry Solutions
- › Identifying Key Stakeholders in Various Sectors
- › Developing Tailored Accessibility Strategies
- › Best Practices in Sector Integration

• CH3 Building Your Consulting Brand — 6 classes

- › Crafting a Unique Value Proposition
- › Establishing Authority in Accessibility Consulting
- › Marketing Strategies for Consultants
- › Creating Effective Personal Branding
- › Leveraging Social Media for Brand Growth
- › Networking and Building Industry Relationships

• CH4 LAPT Partner Framework and Collaboration — 6 classes

- › Overview of the LAPT Partner Framework
- › Identifying Potential Industry Partners
- › Co-developing Accessibility Solutions
- › Collaborative Marketing Initiatives
- › Measuring Success in Partnerships
- › Sustaining Long-term Collaborations

• CH5 Establishing a Consulting Practice in Accessibility — 6 classes

- › Fundamentals of Starting a Consulting Business
- › Developing a Service Portfolio
- › Understanding Client Needs and Expectations
- › Setting Pricing Strategies for Consulting Services
- › Navigating Legal and Compliance Issues
- › Building a Sustainable Consulting Practice