

Accessibility Statement

Our commitments, current position, known limitations and improvement plan

DRAFT FOR CANADIAN LEGAL REVIEW

This document has been prepared for review by a lawyer qualified in Ontario before publication or reliance. It is not legal advice and has not been settled by counsel. Statutory references are provided for the reviewer's convenience and must be verified against the legislation in force on the date of publication.

Platform	SkillShift+ (skillshift.ca)
Legal name of operator	Intelliedu Canada Inc. — confirmed against the Articles of Incorporation
Brand / trade name	"Intellidu" and "IntelliDu Education" are trade names used by Intelliedu Canada Inc. See the naming clause in each document.
Registered address	135 Hillcrest Avenue, Mississauga, Ontario, Canada L5B 4B1
Privacy Officer	Dr. Chandan Singh
Contact	info@skillshift.ca
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Next scheduled review	July 28, 2027, or upon material change

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1. Our commitment

LEGAL NAME AND TRADE NAME

The operator of SkillShift+ is **Intelliedu Canada Inc.**, which is the legal name of the corporation as recorded in its Articles of Incorporation. That is the name that binds the company in this document.

"Intellidu" and "IntelliDu Education" are trade names — brand names used on the website and in marketing material. They refer to the same corporation and to no other entity. A reference in this document to Intellidu, IntelliDu Education or SkillShift+ is a reference to Intelliedu Canada Inc.

Where this document, a contract, an invoice, a receipt, a payment record or a formal notice needs to identify the company, **the legal name Intelliedu Canada Inc. is used**, whether or not a trade name appears alongside it.

Intelliedu Canada Inc. is committed to making **SkillShift+** usable by as many people as possible, including people who use assistive technology such as screen readers, screen magnifiers, speech-recognition software, switch devices and keyboard-only navigation.

CAREFUL WORDING — PLEASE DO NOT CHANGE THIS WITHOUT TESTING

SkillShift+ is working toward alignment with recognized web-accessibility standards.

We do **not** claim full conformance with the Web Content Accessibility Guidelines (WCAG) or full compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its Integrated Accessibility Standards Regulation. Such a claim will be made only after testing confirms it, and this statement will then be updated to identify the standard, the conformance level and the date of the audit.

Accessibility is treated as an ongoing obligation rather than a one-time project. This statement is reviewed at least annually and whenever a significant new feature is released.

2. What we are building toward

We are working to ensure that the following are true across the Platform, including the course player, quizzes, simulations, the Career Readiness Assessment, the AI Interview Coach, the Resume Builder, the Skill Passport and checkout:

Area	Commitment
Keyboard navigation	All interactive elements — menus, players, quizzes, forms, modals and the cookie banner — are reachable and operable using a keyboard alone, in a logical order, without keyboard traps.
Visible focus	A clearly visible focus indicator is shown on every focusable element.
Screen-reader labels	Buttons, links, form fields, controls and landmarks carry meaningful, programmatically associated names and roles.
Alternative text	Meaningful images carry descriptive alternative text; decorative images are marked so that assistive technology can skip them.
Captions	Course videos carry accurate captions.
Transcripts	Text transcripts are provided for video content.

Area	Commitment
Colour contrast	Text and meaningful interface elements meet recognized minimum contrast ratios, and colour is never the only means of conveying information.
Text resizing	Content remains readable and functional when text is enlarged, without loss of content or functionality.
Accessible forms	Every input has a visible, associated label; required fields and formats are stated in text; instructions are not conveyed by placeholder text alone.
Clear error messages	Errors are identified in text, describe what is wrong and how to correct it, and are announced to assistive technology.
Timing	Where a feature is timed, users are informed and, where the activity permits, given the ability to extend or turn off the limit.
Mobile responsiveness	Content reflows and remains operable on small screens and at high zoom levels, in both orientations.
Accessible documents	Certificates and Career Reports are generated so that their text is selectable and readable by assistive technology, rather than as flat images.

3. AI features and accessibility

- The **AI Interview Coach** offers a text-based practice mode. **Recorded audio or video practice is optional and is never required to use the feature.**
- Where a spoken response is used, a text transcript is made available to you.
- AI-generated feedback is presented as structured text so that it can be read by assistive technology, rather than only as a graphic or score dial.
- If an accessibility barrier prevents you from using an AI feature, contact us and we will work with you on an alternative or an accommodation.

4. Known limitations

We believe it is more useful to state honestly what is not yet complete than to claim a standard we have not verified. As at the effective date of this statement:

Area	Current position
Formal accessibility audit	A full audit against a published standard has not yet been completed . Until it is, no conformance level is claimed.
Captions and transcripts	Coverage across all course videos is in progress and is not yet complete for every module in every course category.
Third-party components	Some components supplied by third parties — including payment and authentication interfaces — are outside our direct control. We select accessible components where we can and raise defects with the supplier.

Area	Current position
Legacy content	Some earlier course material may not yet meet the commitments in section 2 and is being reviewed as part of ongoing content updates.
Assistive-technology testing	Testing across the full range of assistive technologies, browsers and devices is not yet exhaustive.

This list is updated as items are completed or as new limitations are identified.

5. Improvement plan

Stage	Activity
Stage 1 — Baseline	Automated accessibility testing integrated into the development process; keyboard and focus review of all primary user journeys.
Stage 2 — Manual review	Manual screen-reader testing of the signup, course player, quiz, simulation, assessment, interview, résumé, Passport and checkout journeys.
Stage 3 — Content	Completion of captions and transcripts across the course catalogue; alternative text review of all instructional images.
Stage 4 — Independent evaluation	Evaluation against a published standard, including testing by people with disabilities where feasible.
Stage 5 — Statement update	Update of this statement to record the standard, conformance level, audit date and any remaining exceptions.
Ongoing	Accessibility acceptance criteria applied to every new feature before release; annual review of this statement.

6. Accommodation requests

If you encounter a barrier, or need content or a service in an alternative format, contact us at info@skillshift.ca with the word "Accessibility" in the subject line. Please tell us the page or feature, what you were trying to do, the assistive technology and browser you were using, and how we can reach you.

We aim to acknowledge accessibility requests **within five (5) business days** and to agree a resolution or an interim alternative with you. Where a barrier cannot be removed quickly, we will offer an alternative means of obtaining the content or completing the activity, at no additional cost.

7. Feedback

Feedback on the accessibility of SkillShift+ is welcome and is used to set priorities. You may send feedback by email to info@skillshift.ca or by mail to the address below, and you may do so anonymously if you prefer. Feedback is recorded, reviewed by the Privacy Officer and reflected in the improvement plan.

8. Review

Last accessibility review date	July 28, 2026
Nature of that review	Internal review of commitments, known limitations and improvement plan. No independent third-party audit has been conducted to date.
Next scheduled review	July 28, 2027, or earlier upon release of a significant new feature

Contact information

Questions, requests and complaints relating to this document may be directed to:

Operator	Intelliedu Canada Inc. (operating the SkillShift+ platform)
Attention	Dr. Chandan Singh, Privacy Officer
Address	135 Hillcrest Avenue, Mississauga, Ontario, Canada L5B 4B1
Email	info@skillshift.ca
Website	skillshift.ca
Accessibility contact	info@skillshift.ca (subject line: Accessibility)
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