

Mastercard Foundation Youth Opportunity Hub Web & Mobile App Accessibility Conformance Report (ACR)

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Youth Opportunity Hub

Report Date: February 6, 2025

Product Description: The Youth Opportunity Hub website and app allow youth to explore new opportunities shared by the Mastercard Foundation and its partners. It is a key resource for programs in Kenya for the youth to engage in opportunities to grow skills, access training, and open doors to work.

Contact Information: accessibility@tribus-tsg.com

Notes: This is a report based on conformance for the Mastercard Foundation Youth Opportunity Hub Website.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated using a combination of automated tools, manual testing tools, and manual testing with assistive technologies. The following operating systems, browsers, toolsets and screen readers are used for evaluation: Windows 10, macOS, JAWS/Chrome, Safari/VoiceOver, Android/TalkBack, iOS/VoiceOver, Colour Contrast Analyser, manual accessibility testing and screen reader cursor navigation testing with visual focus.

Applicable Standards/Guidelines

This report covers the degree of conformance with the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A)	Web: Supports App: Supports	Web: Text equivalents are provided for all of the non- text elements on the Mastercard Foundation Youth Opportunity Hub website except for the decorative image adjacent to the heading "Welcome to the Mastercard Foundation Youth Opportunity Hub!" is exposed to assistive technologies. App: Text equivalents are provided for all of the non- text elements on the Mastercard Foundation Youth Opportunity Hub App except for the decorative image below the visual heading "Susan Gichobis Triumph..." within the "Impact stories" tab receives Swipe focus.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not contain any “Audio-only” or “Video- only” content. App: The Mastercard Youth Opportunity Hub does not contain any “Audio-only” or “Video-only” content.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not contain any prerecorded multimedia content. App: The Mastercard Youth Opportunity Hub does not contain any multimedia content.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not contain any prerecorded multimedia content. App: The Mastercard Youth Opportunity Hub does not contain any multimedia content.
<u>1.3.1 Info and Relationships</u> (Level A)	Web: Supports App: Supports	Web: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, except for the following: • The "ABOUT THE PROGRAM" visual heading in the "About" tab panel is not programmatically defined. • The "I. Ajira Youth Empowerment Centres (available throughout the country):" and "II. Ajira Clubs" are visually displayed as a list but not programmatically defined. App: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, except for: • "Ajira Digital Program" visually appears as a heading but is not programmatically defined.
<u>1.3.2 Meaningful Sequence</u> (Level A)	Web: Supports App: Supports	Web: The content on the Mastercard Foundation Youth Opportunity Hub website is not presented in a way that affects its meaning.

Criteria	Conformance Level	Remarks and Explanations
		App: The content on the Mastercard Foundation Youth Opportunity Hub App is not presented in a way that affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Web: Supports App: Supports	Web: Instructions provided for understanding and operating content do not rely solely on the sensory characteristics of components. App: Instructions provided for understanding and operating content do not rely solely on the sensory characteristics of components.
1.4.1 Use of Color (Level A)	Web: Supports App: Supports	Web: Color alone is not the only method used to distinguish all the content and links on the Mastercard Foundation Youth Opportunity Hub website. App: Color alone is not the only method used to distinguish all the content and links on the Mastercard Foundation Youth Opportunity Hub App.
1.4.2 Audio Control (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not contain any automatically playing audio content. App: The Mastercard Youth Opportunity Hub does not contain any automatically playing audio content.
2.1.1 Keyboard (Level A)	Web: Supports App: Supports	Web: The functionality of most content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

Criteria	Conformance Level	Remarks and Explanations
		App: The functionality of most content is operable with a screen reader on without requiring specific timings for individual keystrokes.
<u>2.1.2 No Keyboard Trap</u> (Level A)	Web: Supports App: Supports	Web: Keyboard focus is never locked or trapped on any element. App: The screen reader cursor is never locked or trapped on any element.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)	Web: Supports App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not use character key shortcuts. App: The success criterion is about keyboard shortcuts. We do not use keyboards when testing mobile apps. As a result, we do not apply this success criterion.
<u>2.2.1 Timing Adjustable</u> (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not have a time limit. App: The Mastercard Foundation Youth Opportunity Hub App does not have a time limit.
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not have moving, blinking, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
		App: The Mastercard Foundation Youth Opportunity Hub App does not have moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports App: Supports	Web: The Mastercard Foundation Youth Opportunity Hub does not contain any flashing content. App: The Mastercard Foundation Youth Opportunity Hub does not contain any flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub provides a mechanism to skip blocks of content repeated on multiple web pages. App: The success criterion is about whether a mechanism is available to bypass blocks of content that are repeated on multiple web pages. The normative definition does not apply to native apps.
2.4.2 Page Titled (Level A)	Web: Supports App: Not Applicable	Web: Pages on the Mastercard Foundation Youth Opportunity Hub each has a unique, descriptive title. App: The success criterion is about whether web pages have titles that describe the topic or purpose. The normative definition does not apply to native apps.
2.4.3 Focus Order (Level A)	Web: Supports App: Not Applicable	Web: The navigation order of focusable components on the Mastercard Foundation

Criteria	Conformance Level	Remarks and Explanations
		Youth Opportunity Hub website is logical and intuitive except for the Keyboard shortcut control in the map region receives keyboard focus twice. App: The success criterion is about tabbing through pages with a keyboard. The scope is explicitly when “a web page can be navigated sequentially”, rather than a mobile app. Instead, we focus on using TalkBack and VoiceOver. The order in which the screen reader cursor navigates through content can instead be raised using Meaningful Sequence.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports App: Not Applicable	Web: The purpose of links on the Mastercard Foundation Youth Opportunity Hub website is determinable from the link text alone. App: The success criterion is about links and context. Both are challenging in the context of apps. Links are rare, with page-to-page navigation often being done with buttons.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Web: Supports App: Supports	Web: Functionality within the Mastercard Foundation Youth Opportunity Hub website that can be triggered by path-based gestures is operable with single pointer actions. App: Functionality within the Mastercard Foundation Youth Opportunity Hub App that can be triggered by path-based gestures is operable with single pointer actions.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Web: Supports App: Supports	Web: Functionality within the Mastercard Foundation Youth Opportunity Hub website using a single pointer does not use the down-event to execute any part of the function. App: Functionality within the Mastercard Foundation Youth Opportunity Hub App using a single pointer does not use the down-event to execute any part of the function.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Web: Supports App: Supports	Web: For each user interface component that includes a visible label, the accessible label includes the visible text in the label. App: For each user interface component that includes a visible label, the accessible label includes the visible text in the label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain functionality that can be triggered by moving a device or by gesturing toward a device. App: The Mastercard Foundation Youth Opportunity Hub App does not contain functionality that can be triggered by moving a device or by gesturing toward a device.
3.1.1 Language of Page (Level A)	Web: Supports App: Not Applicable	Web: The default language of each page on the Mastercard Foundation Youth Opportunity Hub website is defined using the HTML lang attribute.

Criteria	Conformance Level	Remarks and Explanations
		App: The success criterion is technically in scope with hybrid apps. The HTML may have lang issues. However, there is not a reliable way to extract the code from hybrid apps.
3.2.1 On Focus (Level A)	Web: Supports App: Supports	When page elements on the Mastercard Foundation Youth Opportunity Hub website receive focus, it does not lead to a substantial change in context. App: When page elements on the Mastercard Foundation Youth Opportunity Hub App receive swiping focus, it does not lead to a substantial change in context.
3.2.2 On Input (Level A)	Web: Supports App: Supports	Web: When a user inputs information or interacts with the controls on the Mastercard Foundation Youth Opportunity Hub website, it does not lead to a substantial change in context. App: When a user inputs information or interacts with the controls on the Mastercard Foundation Youth Opportunity Hub App, it does not lead to a substantial change in context.
3.2.6 Consistent Help (Level A 2.2 only)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain any help mechanism. App: The Mastercard Foundation Youth Opportunity Hub App does not contain any help mechanism.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Web: Supports App: Supports	Web: The Mastercard Foundation Youth Opportunity Hub website provides form validation errors. App: The Mastercard Foundation Youth Opportunity Hub App provides form validation errors.
3.3.2 Labels or Instructions (Level A)	Web: Supports App: Supports	Web: Sufficient labels for form fields on the Mastercard Foundation Youth Opportunity Hub website are provided for both sighted and non-sighted users. App: Sufficient labels for form fields on the Mastercard Foundation Youth Opportunity Hub App are provided for both sighted and non-sighted users.
3.3.7 Redundant Entry (Level A 2.2 only)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain a process that requires the user to enter the information previously provided. App: The Mastercard Foundation Youth Opportunity Hub App does not contain a process that requires the user to enter the information previously provided.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Web: Supports App: Supports	Web: Elements in the Mastercard Foundation Youth Opportunity Hub website contain appropriate names, roles, and values. App: Elements in the Mastercard Foundation Youth Opportunity Hub App contain appropriate names, roles, and values, except for the decorative image below the visual heading "Susan Gichobis Triumph..." within the "Impact stories" tab is assigned the role of a Button, yet it does not function as one.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain live multimedia content. App: The Mastercard Foundation Youth Opportunity Hub App does not contain live multimedia content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not have pre-recorded multimedia content. App: The Mastercard Foundation Youth Opportunity Hub App does not have pre-recorded multimedia content.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2)	Web: Supports App: Supports	Web: The orientation of content on the Mastercard Foundation Youth Opportunity Hub website is not locked to either landscape or portrait. App: The orientation of content on the Mastercard Foundation Youth Opportunity Hub App is not locked to either landscape or portrait.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Web: Supports App: Not Applicable	Web: All of the common input fields that collect an individual's personal data on the Mastercard Foundation Youth Opportunity Hub website are properly marked up with an autocomplete attribute. App: The success criterion is explicitly about whether HTML attributes are correctly used. The success criterion is not applicable to native apps.
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports App: Supports	Web: All of the text content on the Mastercard Foundation Youth Opportunity Hub website passes the required contrast ratios of 4.5:1 for regular text and 3:1 for large text. App: All of the text content on the Mastercard Foundation Youth Opportunity Hub App passes the required contrast ratios of 4.5:1 for regular text and 3:1 for large text, except for the following : - On Android and iOS, the link text above the text "email not provided" does not meet the color contrast ratio requirement of at least 4.5:1 against the background. - On Android and iOS, the regular button text "Empowering Youth and Transforming..." below the visual heading

Criteria	Conformance Level	Remarks and Explanations
		"A Call to Young Change-makers" does not meet the color contrast ratio requirement of at least 4.5:1 against the background.
1.4.4 Resize text (Level AA)	Web: Supports App: Supports	Web: All the Pages on the Mastercard Foundation Youth Opportunity Hub website are readable and functional when the browser zoom is set to 200% of its initial size. App: All the Pages on the Mastercard Foundation Youth Opportunity Hub App are readable and functional when the browser zoom is set to 200% of its initial size.
1.4.5 Images of Text (Level AA)	Web: Supports App: Not Applicable	Web: All Mastercard Foundation Youth Opportunity Hub website images do not contain embedded text, Except for the image below the "Cyber-Security Courses for all Skill levels" link in the "Opportunities tab." App: The success criterion is technically in scope with both native hybrid apps. Images with embedded text may technically be being used. However, without access to the source code, we do not have a reliable way to test this on iOS and Android.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Web: Supports App: Not Applicable	Web: All the content on the Mastercard Foundation Youth Opportunity Hub website is readable and functional when the browser is set to 400%. App: The success criterion about whether zoomed content is displayed in a single column. Apps display content in a single column. It is unorthodox to swipe left and right on apps.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Web: Supports App: Supports	Web: All the non-text content on the Mastercard Foundation Youth Opportunity Hub website passes the required color contrast ratio of 3:1, except for the visual focus indicator on the "Cancel" button on the dialog that is displayed on activating the map location button fails to meet the minimum required color contrast of 3:1. App: All the non-text content on the Mastercard Foundation Youth Opportunity Hub App passes the required color contrast ratio of 3:1.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Web: Supports App: Not Applicable	Web: All the content on the Mastercard Foundation Youth Opportunity Hub website allows for the spacing between letters, words, lines of text and paragraphs to be adjusted. App: Text spacing is about CSS text style properties. The CSS may have fixed text spacing issues. There is not an equivalent system setting on iOS or Android
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Web: Supports App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain additional content triggered on pointer hover or keyboard focus. App: The success criterion applies with pointer hover or keyboard focus. While it is technically possible to use a mouse and keyboard on mobiles, components are not built with them in mind.
2.4.5 Multiple Ways (Level AA)	Web: Supports App: Supports	Web: All of the pages on the Mastercard Foundation Youth Opportunity Hub website provide more than one mechanism to locate other pages on the website.

Criteria	Conformance Level	Remarks and Explanations
		App: All of the pages on the Mastercard Foundation Youth Opportunity Hub App provide more than one mechanism to locate other pages on the website.
2.4.6 Headings and Labels (Level AA)	Web: Supports App: Supports	Web: Page headings on the Mastercard Foundation Youth Opportunity Hub website are informative. Most of the form labels and interactive controls are also informative. App: Page headings on the Mastercard Foundation Youth Opportunity Hub App are informative. Most of the form labels and interactive controls are also informative.
2.4.7 Focus Visible (Level AA)	Web: Supports App: Not Applicable	Web: All controls on the Mastercard Foundation Youth Opportunity Hub website visually indicate when they receive keyboard focus. App: The success criterion is about focus visibility when tabbing onto elements. We do not use keyboards when testing mobile apps. As a result, we do not apply this success criterion.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports App: Not Applicable	Web: When a user interface component receives keyboard focus on the Mastercard Foundation Youth Opportunity Hub website, the component is not entirely hidden due to author-created content. App: The success criterion is about keyboard focus being obscured. We do not use a keyboard when testing mobile apps. As a result, we do not apply this success criterion.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Does Not Support App: Not Applicable	Web: The operation on the Mastercard Foundation Youth Opportunity Hub website that requires dragging movement operation cannot be achieved by a single pointer without dragging. App: The Mastercard Foundation Youth Opportunity Hub App does not require dragging movement for any operation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports App: Supports	Web: The size of the target for pointer inputs is at least 24 by 24 CSS pixels on all of the elements in the Mastercard Foundation Youth Opportunity Hub website. App: The size of the target for pointer inputs is at least 24 by 24 CSS pixels on all of the elements in the Mastercard Foundation Youth Opportunity Hub App.
3.1.2 Language of Parts (Level AA)	Web: Supports App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub does not contain content that is in a different language from the default page language. App: The success criterion is technically in scope with hybrid apps. The HTML may have lang issues. However, there is no reliable way to extract the code from hybrid apps.
3.2.3 Consistent Navigation (Level AA)	Web: Supports App: Not Applicable	Web: Navigation patterns that are repeated on web pages on the Mastercard Foundation Youth Opportunity Hub website are presented in the same relative order each time they appear. App: The success criterion is about whether navigational mechanisms are repeated on

Criteria	Conformance Level	Remarks and Explanations
		multiple web pages within a set of web pages. The normative definition does not apply to native apps.
3.2.4 Consistent Identification (Level AA)	Web: Supports App: Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple pages on the Mastercard Foundation Youth Opportunity Hub website have been consistently identified. App: Labels, names, and text alternatives for content that have the same functionality across multiple pages on the Mastercard Foundation Youth Opportunity Hub App have been consistently identified.
3.3.3 Error Suggestion (Level AA)	Web: Supports App: Supports	Web: The Mastercard Foundation Youth Opportunity Hub website provides the expected format on how to fix form validation errors. App: The Mastercard Foundation Youth Opportunity Hub website provides the expected format on how to fix form validation errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not contain any legal, financial, or student exam responses form fields that may require to be reversed, verified, or confirmed. App: The Mastercard Foundation Youth Opportunity Hub App does not contain any legal, financial, or student exam responses form fields that may require to be reversed, verified, or confirmed.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Not Applicable App: Not Applicable	Web: The Mastercard Foundation Youth Opportunity Hub website does not have an authentication process. App: The Mastercard Foundation Youth Opportunity Hub App does not have an authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Web: Supports App: Supports	Web: The status messages on the Mastercard Foundation Youth Opportunity Hub website can be programmatically determined through roles or properties. App: The status messages on the Mastercard Foundation Youth Opportunity Hub App can be programmatically determined through roles or properties.

Table 3: Success Criteria, Level AAA

Notes: Mastercard Foundation Youth Opportunity Hub was not evaluated for WCAG 2.2 Level AAA conformance.

Legal Disclaimer

This document seeks to describe the Mastercard Foundation Youth Opportunity Hub websites' ability to support the applicable standards, subject to our interpretation of those standards and the comments in this document. It is provided "AS IS" for information purposes only and is subject to change without notice. This document is not intended to (nor does it) create, impose, or supplement any duty or obligation, contractual or otherwise. Without prejudice to the generality of the foregoing, no warranty is given that this document is correct, complete, up to date, or fit for any particular purpose and no liability shall arise for any loss, damage, or expense whatsoever, whether direct or indirect, howsoever arising, whether in contract, tort (including negligence) or otherwise, in connection with the document, including (without limitation) any course of action taken on the basis of its content.