



eACCESSIBILITY

- International level -



ISO/IEC/JTC 1/SC 35 – User interfaces

Scope	Standardization in the field of user-system interfaces in information and communication technology (ICT) environments and support for these interfaces to serve all users, including people having accessibility or other specific needs, with a priority of meeting the JTC 1 requirements for cultural and linguistic adaptability. <i>[Extract]</i>	
Committee information	Published standards	100
	Standards under development	6
	National delegates	1

Major “ISO/IEC/JTC 1/SC 35” standards

Published standards	<u>ISO/IEC 20071 series</u>	Information technology — User interface component accessibility
	<u>ISO/IEC 23859:2023</u>	Information technology — User interfaces — Requirements and recommendations on making written text easy to read and understand
	<u>ISO/IEC 29136:2012</u>	Information technology — User interfaces — Accessibility of personal computer hardware
	<u>ISO/IEC 29138 series</u>	Information technology — User interface accessibility
	<u>ISO/IEC 30071-1:2019</u>	Information technology — Development of user interface accessibility — Part 1: Code of practice for creating accessible ICT products and services
	<u>ISO/IEC 24661:2023</u>	Information technology — User interfaces — Full duplex speech interaction
	<u>ISO/IEC TR 19764:2005</u>	Information technology — Guidelines, methodology and reference criteria for cultural and linguistic adaptability in information technology products
	<u>ISO/IEC TR 20007:2014</u>	Information technology — Cultural and linguistic interoperability — Definitions and relationship between symbols, icons, animated icons, pictograms, characters and glyphs
	<u>ISO/IEC 20382 series</u>	Information technology — User interfaces — Face-to-face speech translation
	<u>ISO/IEC 23773 series</u>	Information technology — User interfaces for automatic simultaneous interpretation systems
	<u>ISO/IEC 23836:2020</u>	Information technology — User interfaces — Universal interface for human language selection
	<u>ISO/IEC TR 24785:2009</u>	Information technology — Taxonomy of cultural and linguistic adaptability user requirements
	<u>ISO/IEC 30112:2020</u>	Information technology — Specification methods for cultural conventions
	<u>ISO/IEC 13066 series</u>	Information technology — Interoperability with assistive technology (AT)

ISO/TC 159/SC 4 – Ergonomics of human-system interaction

Scope	Standardization in the field of ergonomics/human factors, in particular the interaction between and within systems (often computer-based) and the people (who use, operate, and are affected by them as well as those who develop, manufacture, evaluate, install and maintain them). <i>[Extract]</i>	
Committee information	Published standards	86
	Standards under development	10
	National delegates	1

Major “ISO/TC 159/SC 4” standards

Published standards	<u>ISO 9241 series</u>	Ergonomics of human-system interaction

- European level -



CEN/CLC/ETSI/JWG eAcc – eAccessibility

Scope	To develop standardisation documents common to CEN, CENELEC and ETSI in the field of the accessibility of ICT products and services.	
Committee information	Published standards	3
	Standards under development	1
	National delegates	3
Major “CEN/CLC/ETSI JWG eAcc” standards		
Published standards	<u>EN 301549:2021</u>	Accessibility requirements for ICT products and services
	<u>CEN/CLC/ETSI TR 101550:2022</u>	Documents relevant to EN 301 549 (V1.1.1) Accessibility requirements suitable for public procurement of ICT products and services in Europe
	<u>CEN/CLC/ETSI/TR 101551:2026</u>	CEN/CLC/ETSI Guidelines for public procurement of ICT products and services in the EU; Accessibility award criteria and conformity assessment
Standards under development	<u>FprEN 301549</u>	Accessibility requirements for ICT products and services

ETSI/TC HF – Human Factors

Scope	ETSI’s Technical Committee on Human Factors (TC HF) ensures that accessibility, usability, and inclusiveness are embedded in ICT standards. It brings human-centred design into the development of products and services across the digital networked economy. The committee supports EU accessibility legislation, and promotes “Design for All” to address the needs of diverse users.	
Committee information	Published standards	166
	Standards under development	6
Major “ETSI/TC HF” standards		
Published standards	<u>ETSI EG 203 499 V3.1.2 (2025-12)</u>	User-centred terminology for existing and upcoming ICT devices, services and applications
	<u>ETSI ES 204 009 V1.1.1 (2025-08)</u>	Requirements for interoperable total conversation services
	<u>ETSI TR 103 349 V1.1.1 (2016-12)</u>	Functional needs of people with cognitive disabilities when using mobile ICT devices for an improved user experience in mobile ICT devices
	<u>ETSI SR 001 996 V6.1.1 (2013-08)</u>	An annotated bibliography of documents dealing with Human Factors and disability
	<u>ETSI EG 202 848 V1.1.1 (2011-02)</u>	Inclusive eServices for all: Optimizing the accessibility and the use of upcoming user-interaction technologies
	<u>ETSI TR 102 849 V1.1.1 (2010-11)</u>	Inclusive eServices for all; Background analysis of future interaction technologies and supporting information Accessibility Roadmap
	<u>ETSI TR 102 612 V1.1.1 (2009-03)</u>	European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)
	<u>ETSI EG 202 116 V1.2.2 (2009-03)</u>	Guidelines for ICT products and services; "Design for All"
	<u>ETSI TR 102 520 V1.1.2 (2006-11)</u>	Access symbols for use with video content and ICT devices; Development and evaluation
Standards under development	<u>DTR/HF-00301573 (TR 104 664)</u>	Design of ICT for persons with cognitive disabilities
	<u>DTR/HF-00301574 (TR 104 665)</u>	AI-based assistive technology for people with cognitive disabilities
	<u>DTR/HF-00301575 (TR 104 666)</u>	Discoverability of ICT features
	<u>RTR/HF-00301579 (TR 102 423)</u>	ICT design for young people
	<u>DTR/HF-00301580 (TR)</u>	Human Factors (HF); Accessibility Preference Interoperability Framework (APIF)