CEN/CLC/JTC 12 "Design for All"
Secretariat: **SIS**
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Standards ad hoc

Document type	Related content	Document date	Expected action
Project / Other		2023-12-19	**INFO**

Description

List of standards reviewed at ad hoc meeting 26 October.

CEN/CLC JTC 12 ad hoc group

2nd meeting 26 October 2023 (web)

Guides and others

ISO guide 76 Development of service standards — Recommendations for addressing consumer issues
ISO Guide 71 CEN/CLC guide 6 Guidelines for addressing accessibility in standards
CEN guide 15 Guidance document for the development of service standards

IWA 36 Guidelines for contactless delivery services
IWA 40 Guidelines for virtual kitchen services

EN 17478 Transport Services - Customer communications for passenger transport services - A Universal Design approach

This document specifies requirements and recommendations for the planning, design, development and provision of user communications related to passenger transport so that these communications can be accessed, understood and used by the widest range of users, including persons with disabilities and older persons.

These requirements and recommendations enable an organization to extend its range of users by identifying diverse characteristics, capabilities, and preferences.

The requirements specified in this standard are applicable to but not limited to passenger transport service providers including air-, bus, rail-, and waterborne passenger transport services.

CEN/TS 17470:2020 Service model for social care alarms

This document 'Service model for social care alarms', provides a framework and recommendations for the roles and responsibilities of the different actors in the social care alarm service chain.

The following topics are included in this document:

1. Service user perspective: objectives, roles, needs and processes

2. Process description for the service chain, including:

— service user experience, installation and instruction, use, service accessability, response arrangements, access management

— marketing, sales, referral, review and termination

— customer billing and income collection

3. Good practice of service provision: quality and risk management, including security, privacy and requirements for infrastructure.

Technology and organization structure independence are important features of this document, the service model for social care alarms.

This document contains "Requirements" and "Recommendations". Requirements describe good practice that shall be achieved by all service providers modelling this document. Recommendations describe good practice that is not universally accepted across Europe and which service providers may wish to model.

4 Leadership and governance
4.1 Leadership within the service chain
4.2 Privacy protection and data security
4.3 Service accessibility

5 Operations
5.1 Acquiring alarm service
5.2 Using the alarm service
5.3 Service user engagement
5.4 Service termination

6 Planning
6.1 Service chain continuity and risk management
6.2 Service Development

7 Support
7.1 Staff and competency management
7.2 Asset Management
7.3 Servicing hardware and software
7.4 Alarm receiving centre and environment
8 Performance evaluation and improvement
8.1 Performance management and evaluation

EN ISO 13131 Health informatics — Telehealth services — Quality planning guidelines

This document provides processes that can be used to analyze the risks to the quality and safety of healthcare and continuity of care when telehealth services are used to support healthcare activities. Using risk management processes, quality objectives and procedures are derived which provide guidelines for the operations of telehealth services. These include but are not limited to the following domains:

— management of telehealth quality processes by the healthcare organization;

— strategic and operational process management relating to regulations, knowledge management (best practice) and guidelines;

— healthcare processes relating to people such as healthcare activities, planning, and responsibilities;

— management of financial resources to support telehealth services;

— management of information management and security used in telehealth services;

— processes related to the planning and provision of human resources, infrastructure, facilities and technology resources for use by telehealth services.

EN 301549 Accessibility requirements for ICT products and services

The present document specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in public procurement within Europe. The present document is intended to be used with web based technologies, non-web technologies and hybrids that use both. It covers both software and hardware as well as services. It is intended for use by both providers and procurers, but it is expected that it will also be of use to many others as well.

The relationship between the present document and the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28] is given in Annex A.

The present document contains the necessary functional requirements and provides a reference document such that if procedures are followed by different actors, the results of testing are similar and the interpretation of those results is clear. The test descriptions and evaluation methodology included in the present document are elaborated to a level of detail compliant with ISO/IEC 17007:2009 [i.14], so that conformance testing can give conclusive results.

4 Functional performance
5 Generic requirements
6 ICT with two-way voice communication
7 ICT with video capabilities
8 Hardware
9 Web
10 Non-web documents
11 Software
12 Documentation and support services
13 ICT providing relay or emergency service access
14 Conformance

12.1 Product documentation
12.2 Support services
13. ICT providing relay or emergency service access

EN 17210:2021 Accessibility and usability of the built environment — Functional requirements

This document describes basic, minimum functional requirements and recommendations for an accessible and usable built environment, following "Design for All"/"Universal Design" principles which will facilitate equitable and safe use for a wide range of users, including persons with disabilities.
The requirements and recommendations given in this document are applicable across the full spectrum of the built environment.
These functional accessibility and usability requirements and recommendations are relevant to the design, construction, refurbishment or adaptation, and maintenance of built environments including outdoor pedestrian and urban areas.

+ Notes

4 Legal and policy background and associated benefits

5 Diversity of users and design considerations

6 Wayfinding

7 Access in the outdoor environment

8 Arrival and departure areas – Parking areas

9 Horizontal circulation in buildings

10 Vertical circulation in buildings and outdoor

11 Specific indoor and outdoor areas, equipment and provisions

12 Sanitary accommodation

13 User interface, controls and switches

14 Fire safety for all - Evacuation and emergency exits

15 Environmental conditions in buildings

ISO 9241-125:2017 Ergonomics of human-system interaction Part 125: Guidance on visual presentation of information

This document provides guidance for the visual presentation of information controlled by software, irrespective of the device. It includes specific properties such as the syntactic or semantic aspects of information, e.g. coding techniques, and gives provisions for the organization of information taking account of human perception and memory capabilities. Those of its provisions that do not apply to specific types of visual interfaces clearly indicate any limitations to their applicability. It does not address specific details of charts, graphs or information visualization.

This document can be utilized throughout the design process (e.g. as specification and guidance for designers during design or as a basis for heuristic evaluation). Its provisions for the presentation of information depend upon the visual design approach, the task, the user, the environment and the single or multiple technologies that might be used for presenting the information. Consequently, this document cannot be applied without knowledge of the context of use. It is not intended to be used as a prescriptive set of rules to be applied in its entirety but rather assumes that the designer has proper information available concerning task and user requirements and understands the use of available technology.

4 Application of ISO 9241-125

4.1 Accessibility

4.2 General guidance for presentation of information

4.3 Guidance on the presentation of visual information

4.4 General issues for the display of visual information

5 Visual structuring of information

5.1 Arranging and labelling information

5.2 Using windows to present information

6 Using user interface elements to organize information

6.1 Lists

6.2 Tables

6.3 Entry fields

6.4 Windows

7 Graphical objects

7.1 Cursors and pointers

7.2 Icons

8 Coding techniques

8.1 General recommendations for codes

8.2 Alphanumeric coding

8.3 Graphical coding

8.4 Colour coding

8.5 Markers

8.6 Other coding techniques

9 Use of Colour

9.1 General recommendations

9.2 Specific guidance on using colour

ISO 24495-1 Plain language — Part 1: Governing principles and guidelines

This document establishes governing principles and guidelines for developing plain language documents. The guidelines detail how the principles are interpreted and applied.

This document is for anybody who creates or helps create documents. The widest use of plain language is for documents that are intended for the general public. However, it is also applicable, for example, to technical writing, legislative drafting or using controlled languages.

This document applies to most, if not all, written languages, but it provides examples only in English.

While this document covers the essential elements of plain language, it has some intentional limits, as follows:

— It does not cover all types of communication. It applies only to printed or digital information that is primarily in the form of text.

NOTE 1 However, creators of other types of communications, such as podcasts and videos, can find this document useful.

— It does not include existing technical guidance about accessibility and digital documents, although the guidance can apply to both.

NOTE 2 For guidance on accessibility, authors of digital documents can consider the Web Content Accessibility Guidelines[4] and EN 301 549.[2]

4 Governing principles

5 Guidelines

5.1 Guidelines for Principle 1: Readers get what they need (relevant

5.2 Guidelines for Principle 2: Readers can easily find what they need (findable

5.3 Guidelines for Principle 3: Readers can easily understand what they find (understandable)

5.4 Guidelines for Principle 4: Readers can easily use the information (usable)

ISO/IEC 23859 Information technology – User interfaces – Requirements and recommendations on making written text easy to read and easy to understand

This document provides requirements and recommendations on all written text so that it is easy to read and understand in any user interface, regardless of its format.

This document addresses the process of creation, adaptation and evaluation of written text that is easy to read and understand.

This document does not consider devices or transmission mechanisms used to deliver written text. It does not provide language-specific guidance.

EN ISO 18295-1 Customer contact centres – Part 1: Requirements for customer contact centres

This document specifies service requirements for customer contact centres (CCC). It specifies a framework for any CCC that aims to assist in providing clients and customers with services that continuously and proactively meet or exceed their needs.

This document is applicable to both in-house (captive) and outsourced (third party operator) CCCs of all sizes, across all sectors and all interaction channels, including inbound and outbound. It specifies performance metrics (KPIs) as and where required.

4.1 General

4.2 Communication of information to customers

4.3 Measuring and monitoring of customer experience

4.4 Complaints handling

4.5 Customer protection

5 Customer-focused leadership

5.3 Employee satisfaction/engagement

6 Human resources

7 Operational processes

8 Service delivery infrastructure

EN ISO 18295-2 Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres

This document specifies requirements for organizations using the services of customer contact centres (CCC). It aims to ensure that customer expectations are consistently met through the provision and management of appropriate arrangements with CCCs meeting the requirements of ISO 18295-1.

This document is applicable to clients using CCCs of all sizes, across all sectors including in-house (captive) centres and outsourced (third party operator) centres, across multiple contact channels, including voice and non-voice media.