

ACCESSIBLE CANADA ACT:

Preparing for Digital Accessibility Training¹

What is the Accessible Canada Act?

The Accessible Canada Act (ACA) is a federal law intended to make Canada barrier-free by 2040. It requires organizations under federal jurisdiction to proactively identify, remove, and prevent barriers in employment, the built environment, information and communication technologies, communications, procurement, programs and services, and transportation. New digital accessibility rules under the Accessible Canada Regulations focus on making web pages, mobile applications, and digital documents accessible in accordance with **CAN/ASC-EN 301 549**.

Who is in Scope?

The digital accessibility rules apply to **federal public-sector organizations** and **federally regulated private-sector organizations that fall within the scope of the Accessible Canada Regulations** ("Covered Employers"). This includes federal departments and agencies, Crown corporations, large (500+ employees) and medium-sized (100+ employees) federally regulated businesses, transportation service providers, and broadcasting or telecommunications organizations.

For Covered Employers, the training requirement applies to employees whose duties include developing, maintaining, or purchasing digital technologies. This includes employees who build or update websites, mobile applications, software, digital documents, or other digital tools; employees who maintain or support those technologies; and employees who procure digital products or services. The requirement is based on an employee's assigned duties, not their job title or seniority.

What Should Organizations Prepare For?

The requirement to provide **digital accessibility training is a mandatory Covered Employer obligation** under the Accessible Canada Regulations. By **December 5, 2027**, Covered Employers are to identify employees whose duties include developing, maintaining, or purchasing digital technologies; require those employees to complete appropriate training; retain evidence of completion; and provide refresher training at least once every three years. Employers may develop the training internally, use an existing learning program, or engage a qualified accessibility professional or training provider, but the organization remains responsible for meeting the regulatory requirement.

Digital accessibility fundamentals are the practical skills employees need to identify, prevent, and address barriers that people with disabilities may encounter when using digital technologies. Training should cover common barriers, the organization's responsibilities under the Accessible Canada Regulations, the relevant requirements of CAN/ASC-EN 301 549, and how employees can apply those requirements in their work. Employers must retain digital training records for at least four years.

The **Office of the Accessibility Commissioner**, part of the Canadian Human Rights Commission, oversees compliance and may use virtual or on-site inspections to review training records and other evidence that organizations have met the requirement.

RESOURCES

- ★ [**Accessible Canada Act:**](#) authoritative federal legislation.
- ★ [**Accessible Canada Regulations:**](#) current regulatory requirements and coming-into-force provisions.
- ★ [**Guidance for Providing Training on Digital Accessibility Fundamentals:**](#) coverage, deadlines, content, delivery, and recordkeeping guidance.
- ★ [**Digital Technologies Guidance:**](#) implementation guidance for web pages, mobile applications, and digital documents.
- ★ [**CAN/ASC-EN 301 549:2024:**](#) accessibility requirements and test methods for ICT.
- ★ [**Government of Canada Digital Accessibility Toolkit:**](#) practical learning, procurement, testing, and document resources.
- ★ [**Canadian Human Rights Commission:**](#) Accessibility Compliance: oversight and enforcement information.

¹ This document is for general informational purposes only and does not constitute legal advice and should not be relied upon as such.