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Information technology — User interfaces — Requirements and recommendations on making written text easy to read and understand

Technologies de l'information — Interfaces utilisateur — Exigences et recommandations pour rendre un texte écrit facile à lire et à comprendre

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Foreword

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 35, *User interfaces*.

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Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

Written text can be printed or digital (or a combination of both) and can be found in different types of content and environments.

Written text can also be found in audiovisual formats.

Written text generally relies on visual perception, but there are also tactile writing systems such as Braille.

This document adopts a universal design perspective. Written text should be created and presented in ways that allow the widest range of people to access it. Universal design shall not exclude adaptation and assistive technologies for particular groups where needed.

This document takes into consideration:

— the various needs and preferences of diverse users,

— the different approaches to the concept of easy to read and understand, and

— a multimodal concept of text, which is a combination of two or more modalities, such as written text, visual elements and audio.

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Information technology — User interfaces — Requirements and recommendations on making written text easy to read and understand

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1 Scope

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.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 General terms

3.1.1
easy-to-understand language
any language variety which enhances comprehensibility

Note 1 to entry: Easy-to-understand language includes *plain language* (3.1.2), *easy language* (3.1.3) and any intermediate variety. These varieties share many recommendations, but the extent of comprehensibility is different as they address different user needs.

3.1.2
plain language
language variety whose wording, structure and design are so clear that the intended readers can easily find what they need, understand what they find and use that information

Note 1 to entry: The International Plain Language Federation[2] defines plain language as a communication in which wording, structure and design are so clear that the intended readers can easily find what they need, understand what they find, and use that information. In this document, plain language is defined as a language variety for the reasons expressed in Note 1 to entry 3.1.1.

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