

Identification card systems — Man-machine interface —

Part 4: Coding of user requirements for people with special needs

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Summary of pages

This document comprises a front cover, an inside front cover, the EN title page, pages 2 to 17 and a back cover.

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Foreword

This European Standard has been prepared by Technical Committee CEN/TC 224 "Machine-readable cards, related device interfaces and operations", the Secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by January 2000, and conflicting national standards shall be withdrawn at the latest by January 2000.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

This European Standard is one of a series of standards, under the general title "*Identification card systems - Man-machine interface*" and the different parts are the following :

- *Part 1 : Design principles for the user interface*
- *Part 2 : Dimensions and location of a tactile identifier for ID-1 cards*
- *Part 3 : Key pads*
- *Part 4 : Coding of user requirements for people with special needs*

Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of EN 1332 is to increase the accessibility of these services for the benefit of consumers. This will be achieved by facilitating the inter-sector and cross-border interpretability of machine readable cards and to do so with the maximum possible degree of user-friendliness.

EN 1332 addresses the needs of all users, including people with special needs, for example the aged, minors, the disabled, the visually impaired, those with learning difficulties, first time users, those not conversant with the local language.

EN 1332 specifies :

- a) the design principles for the user interface (including symbols) to be incorporated into design of card operated equipment, but not the machine operations associated with the selection and delivery of goods or services ;
- b) a tactile identifier to be incorporated into the design of machine readable cards ;
- c) a standard layout for the keypads of card operated equipment ;
- d) coding of user requirements for people with special needs.

The contents of EN 1332 are generically based, not sector specific, and cover card operated equipment. It is recognized that the equipment can also be operated by other means, such as the insertion of notes and coins, but the scope of this standard has been, as indicated, narrowly defined.

The objective of establishing a standard on the coding of user requirements for people with special needs is to enable cardholders, in particular elderly and disabled people, to make better use of cardholder operated equipment accepting integrated circuit(s) cards (e.g. cash dispenser, ticket machine, vending machine), which is becoming more and more widespread in Europe. This also enables service providers to ensure that their equipment, and the services provided, can be made responsive to individual cardholder requirements.