

# Pearson Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.2)

**Name of Product/Version:** Microsoft Office Specialist (MOS) certification exam "Microsoft Word (Microsoft 365 Apps and Office 2019)"

**Product Description:** [Microsoft Office Specialist Word Certification](#)

**Report Date:** March 30, 2020

**Contact Information:** Certiport Customer Services ([CustomerServices@Certiport.com](mailto:CustomerServices@Certiport.com)) **Notes:**

- This report documents the accessibility conformance as of the report date.
- Aspects of Microsoft Word (the program) described in this report might have changed since the report date.
- References in this report to "the MOS Word 2019 exam," the Word 2019 exam," or "the exam" refer to the Microsoft Office Specialist certification exam "Microsoft Word (Microsoft 365 Apps and Office 2019)."

## Evaluation Methods Used:

- Evaluations were conducted by trained Accessibility Quality Assurance Engineers and included both automated and manual testing.
- Quality Assurance Engineers who are native users of blindness technologies participated in the evaluation.
- Testing was conducted on Windows 10.
- Assistive technology used during the evaluation included JAWS 2019 screen reader and a Braille Edge refreshable braille display.

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A: Yes Level AA: Yes Level AAA: No

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Level A Success Criterion	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a>	Supports	The MOS Word 2019 exam supports text alternatives for non-text content including controls, input, sensory content, and images.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a>	Not Applicable	There is no audio or video content in the Word 2019 exam.
<a href="#">1.2.2 Captions (Prerecorded)</a>	Not Applicable	There are no pre-recorded videos in the Word 2019 exam.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a>	Not Applicable	There are no pre-recorded videos in the Word 2019 exam.
<a href="#">1.3.1 Info and Relationships</a>	Partially Supports	<p>The Word 2019 exam uses a logical structure in most of the places where information and relationships can be programmatically determined.</p> <p>The following aspects of Microsoft Word might impede access:</p> <ol style="list-style-type: none"> <li>1. Other Word views may experience some limitations when working with assistive technology compared to print layout view (ex. immersive zoom in reading mode, bounding rectangles in Outline and Draft view). For the best experience when working with screen readers and other assistive technology, the default view of print layout is recommended.</li> <li>2. Assistive technology such as screen readers may not notify customers when a heading is collapsed or expanded. Enable “expand all headings when opening a document” to prevent headings from being collapsed in documents you read or edit.</li> <li>3. Some assistive technology, such as screen readers, may support columns while other assistive technologies, including Windows Narrator, may not provide such support. In those cases, it is possible to determine this information through the ribbon (ex. Layout -&gt; Columns).</li> </ol>

Level A Success Criterion	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> <li>4. Some assistive technology, such as screen readers, may support legacy form controls while other assistive technologies, including Windows Narrator, may not provide such support. In those cases, it is possible to determine this information through the ribbon (ex. Developer -&gt; Controls -&gt; Properties).</li> <li>5. Navigating by link (ex. Caps Lock+ L using Narrator) may skip linked shapes or textboxes. All other link interaction with these objects works as expected.</li> </ol>
<a href="#">1.3.2 Meaningful Sequence</a>	Supports	The Word 2019 exam presents content in a meaningful order.
<a href="#">1.3.3 Sensory Characteristics</a>	Supports	The Word 2019 exam does not rely on sensory information alone to convey meaning.
<a href="#">1.4.1 Use of Color</a>	Supports	The Word 2019 exam does not rely only on color coding to convey meaning.
<a href="#">1.4.2 Audio Control</a>	Not Applicable	The Word 2019 exam does not have audio or any multimedia.
<a href="#">2.1.1 Keyboard</a>	Partially Supports	<p>All core system functionality (edit fields, buttons, links, navigation controls) in the Word 2019 exam can be accessed by using the keyboard.</p> <p>The following aspects of Microsoft Word might impede access:</p> <ol style="list-style-type: none"> <li>1. Yellow adjustment handles for shapes are not keyboard accessible.</li> <li>2. 'Toolbox window' and 'Controls' are not accessible through keyboard but can be accessed using code.</li> <li>3. ToolTip is not available through keyboard for 'General' and 'Declarations' dropdown lists in 'Code sheet' window.</li> <li>4. Some chart types that allow movement of chart elements using the mouse, don't support movement of these elements using the keyboard.</li> </ol>
<a href="#">2.1.2 No Keyboard Trap</a>	Supports	The Word 2019 exam does not have any keyboard traps.

Level A Success Criterion	Conformance Level	Remarks and Explanations
<a href="#">2.2.1 Timing Adjustable</a>	Supports	Duration extensions can be made by registration accommodation request for candidates needing accommodations, and requests can be submitted at <a href="https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations">https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations</a>
<a href="#">2.2.2 Pause, Stop, Hide</a>	Supports	The Word 2019 exam does not use moving or blinking content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a>	Supports	The Word 2019 exam does not use flashing content.
<a href="#">2.4.1 Bypass Blocks</a>	Supports	A mechanism is available to bypass blocks of content that are repeated on the Word 2019 exam.
<a href="#">2.4.2 Page Titled</a>	Not Applicable	The Word 2019 exam does not require page titles by design.
<a href="#">2.4.3 Focus Order</a>	Partially Supports	<p>Correct focus order is available for most of the exam elements. The following aspects of Microsoft Word might impede access:</p> <ol style="list-style-type: none"> <li>1. When a candidate uses arrow keys to navigate around the templates grid on the new &amp; start pages, focus does not go where expected when traversing in the left direction.</li> <li>2. Keyboard focus might not move to the task pane when loading an Office add-in that opens a task pane.</li> </ol>
<a href="#">2.4.4 Link Purpose (In Context)</a>	Supports	The Word 2019 exam uses meaningful link names.
<a href="#">3.1.1 Language of Page</a>	Supports	The Word 2019 exam uses language attributes.
<a href="#">3.2.1 On Focus</a>	Partially Supports	<p>Elements do not change when they receive focus. The following aspects of Microsoft Word might impede access:</p> <ul style="list-style-type: none"> <li>• When a candidate activates the Featured, Custom, or Shared templates tab items on the New and Start pages, focus moves back to the “New” item in the main Backstage menu instead of moving into the template list grid.</li> </ul>
<a href="#">3.2.2 On Input</a>	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
<a href="#">3.3.1 Error Identification</a>	Supports	The Word 2019 exam clearly identifies input errors.

Level A Success Criterion	Conformance Level	Remarks and Explanations
<a href="#">3.3.2 Labels or Instructions</a>	Supports	All input fields are clearly labeled, and clear instructions are given for user input.
<a href="#">4.1.1 Parsing</a>	Supports	The Word 2019 exam is coded according to the industry standards.
<a href="#">4.1.2 Name, Role, Value</a>	Partially Supports	<p>All name, role, and value of interface elements are available to assistive technology.</p> <p>The following aspects of Microsoft Word might impede access:</p> <ol style="list-style-type: none"> <li>1. The style descriptions in advance table of content dialog may not be clear using a screen reader. Instead, automatic table of contents may be used.</li> <li>2. The AutoCorrect Options dialog may not immediately announce “Replace” and “With” pairs while navigating through the list using assistive technologies. You may work around the issue by searching for an existing "Replace" &amp; "With" pairs by typing out the "replace" word, arrowing through the results, and tabbing between the "Results" and "With" fields. You can use this method to create new "Replace" and "With" pairs or replace existing ones.</li> <li>3. Information about the advanced color picker found in the “More Colors” dialog is not exposed programmatically but screen-reader users can read or edit the values direct in the UI provided.</li> <li>4. Screen Reader cannot read the values under 'Foreground color' and 'Background color' dropdown as they don't have Names.</li> </ol>

**Table 2: Success Criteria, Level AA**

<b>Level AA Success Criterion</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<a href="#">1.2.4 Captions (Live)</a>	Not Applicable	There is no live media in the MOS Word 2019 exam.
<a href="#">1.2.5 Audio Description (Prerecorded)</a>	Not Applicable	The Word 2019 exam does not use videos that requires audio descriptions.
<a href="#">1.4.3 Contrast (Minimum)</a>	Supports	The Word 2019 exam interface text meets 4.5:1 color ratio contrast requirement.
<a href="#">1.4.4 Resize text</a>	Supports	Text can be resized to at least 200 percent without loss of content or functionality using the zooming tool.
<a href="#">1.4.5 Images of Text</a>	Supports	The Word 2019 exam does not use images of text to convey information to the candidate.
<a href="#">2.4.5 Multiple Ways</a>	Supports	The Word 2019 exam offers a navigation menu.
<a href="#">2.4.6 Headings and Labels</a>	Supports	The Word 2019 exam uses meaningful headings and labels.
<a href="#">2.4.7 Focus Visible</a>	Supports	Visual focus is available across the exam.
<a href="#">3.1.2 Language of Parts</a>	Not Applicable	The Word 2019 exam does not use language attributes for content parts.
<a href="#">3.2.3 Consistent Navigation</a>	Supports	Navigation is consistent across the exam.
<a href="#">3.2.4 Consistent Identification</a>	Supports	The Word 2019 exam uses icons and buttons consistently across the exam.
<a href="#">3.3.3 Error Suggestion</a>	Supports	The Word 2019 exam clearly identifies input errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a>	Supports	The Word 2019 exam reduces the risk of input errors for sensitive data and provides the opportunity for candidates to check their answers before submitting the data.

## Legal Disclaimer

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