

Pearson Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.2)

Product Name: Microsoft Office Specialist (MOS) certification exam "Microsoft Word Expert (Microsoft 365 Apps and Office 2019)"

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

Report Date: March 30, 2020

Contact Information: Certiport Customer Services (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 Expert exam,” the Word 2019 Expert exam,” or “the exam” refer to the Microsoft Office Specialist certification exam "Microsoft Word Expert (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
Web Content Accessibility Guidelines 2.0	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
1.1.1 Non-text Content	Supports	The MOS Word 2019 Expert exam supports text alternatives for non-text content including controls, input, sensory content, and images.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	There is no audio or video content in the exam.
1.2.2 Captions (Prerecorded)	Not Applicable	There are no pre-recorded videos in the exam.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	There are no pre-recorded videos in the exam.
1.3.1 Info and Relationships	Partially Supports	<p>The Word 2019 Expert 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"> 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. 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. 3. Some assistive technology, such as screen readers, may support columns while other assistive technologies, including Windows Narrator, may not provide such

Level A Success Criterion	Conformance Level	Remarks and Explanations
		<p>support. In those cases, it is possible to determine this information through the ribbon (ex. Layout -> Columns).</p> <ol style="list-style-type: none"> 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 -> Controls -> Properties). 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.
1.3.2 Meaningful Sequence	Supports	The exam presents content in a meaningful order.
1.3.3 Sensory Characteristics	Supports	The exam does not rely on sensory information alone to convey meaning.
1.4.1 Use of Color	Supports	The exam does not rely only on color coding to convey meaning.
1.4.2 Audio Control	Not Applicable	The Word 2019 Expert exam does not have audio or multimedia.
2.1.1 Keyboard	Partially Supports	<p>All core system functionality (edit fields, buttons, links, navigation controls) in the Word 2019 Expert 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"> 1. Yellow adjustment handles for shapes are not keyboard accessible. 2. 'Toolbox window' and 'Controls' are not accessible through keyboard but can be accessed using code. 3. ToolTip is not available through keyboard for 'General' and 'Declarations' dropdown lists in 'Code sheet' window. 4. Some chart types that allow movement of chart elements using the mouse, don't support movement of these elements using the keyboard.

Level A Success Criterion	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap	Supports	The Word 2019 Expert exam does not have any keyboard traps.
2.2.1 Timing Adjustable	Supports	Duration extensions can be made by registration accommodation request for candidates needing accommodations, and requests can be submitted at https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations
2.2.2 Pause, Stop, Hide	Supports	The Word 2019 Expert exam does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold	Supports	The Word 2019 Expert exam does not use flashing content.
2.4.1 Bypass Blocks	Supports	A mechanism is available to bypass blocks of content that are repeated in the Word 2019 Expert exam.
2.4.2 Page Titled	Not Applicable	The Word 2019 Expert exam does not require page titles by design.
2.4.3 Focus Order	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"> 1. When a user uses arrow keys to navigate around the templates grid on the new & start pages, focus does not go where expected when traversing in the left direction. 2. Keyboard focus might not move to the task pane when loading an Office add-in that opens a task pane.
2.4.4 Link Purpose (In Context)	Supports	The Word 2019 Expert exam uses meaningful link names.
3.1.1 Language of Page	Supports	The Word 2019 Expert exam uses language attributes.
3.2.1 On Focus	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"> • When a user activates the Featured, Custom or Shared templates tab items on the New & Start pages, focus moves back to the “New” item in the main Backstage menu instead of moving into the template list grid.

Level A Success Criterion	Conformance Level	Remarks and Explanations
3.2.2 On Input	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.1 Error Identification	Supports	The Word 2019 Expert exam clearly identifies input errors.
3.3.2 Labels or Instructions	Supports	All input fields are clearly labeled, and clear instructions are given for user input.
4.1.1 Parsing	Supports	The Word 2019 Expert exam is coded according to the industry standards.
4.1.2 Name, Role, Value	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"> 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. 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” & “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. 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. 4. Screen Reader cannot read the values under ‘Foreground color’ and ‘Background color’ dropdown as they don’t have Names.

Table 2: Success Criteria, Level AA

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

Pearson has made every attempt to ensure the accuracy and reliability of the information provided in this report as of the date of the report. We cannot guarantee that this Application is free from accessibility defects. The contents of this document are subject to change without notice. No contractual obligations are formed either directly or indirectly by this document, and this document shall not be interpreted to be included in any contract between the parties.