

Pearson Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Product Name/Version: Certiport Compass version 19.0.2.835

Product Description: Compass® is Certiport’s exclusive exam delivery system that provides a state-of-the-art experience to certification exam candidates through a secure browser.

Report Date: January 12, 2022

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Notes:

- This report documents the accessibility conformance as of the report date.
- References in this report to “Compass” refer to Certiport Compass 19.0.2.835.

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.
- Current testing was conducted in Windows 10 with Compass 19.0.2.835.
- Assistive technology used during the evaluation included JAWS 2019 and a 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
Web Content Accessibility Guidelines 2.1	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 2.1 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Level A Success Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	The application supports text alternatives for non-text content, including controls, input, sensory content, and images. Exception: The cloud icon following the application link on the Select Exam page should be hidden as decorative.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The application contains no video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	The application contains no prerecorded audio within synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The application contains no pre-recorded audio-described videos.
1.3.1 Info and Relationships	Partially Supports	<p>The application uses a logical structure where information and relationships can be programmatically determined or are available in text.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • PDF score reports are not structured for screen readers. The PDF is displayed within the application, making navigating the document with a screen reader difficult. • Some tables lack proper markup to clearly indicate structure and meaning to assistive technology. • A layout table is used in Account Setup. • On the Summary page, completed steps are shown next to unlabeled checkmarks, so screen reader users do not know the status of each step.
1.3.2 Meaningful Sequence	Supports	The application presents content in a meaningful order.
1.3.3 Sensory Characteristics	Supports	The application does not rely on sensory information alone to convey meaning.

Level A Success Criterion	Conformance Level	Remarks and Explanations
1.4.1 Use of Color	Supports	The application does not rely on color-coding alone to convey meaning.
1.4.2 Audio Control	Not Applicable	The application does not have any audio or multimedia.
2.1.1 Keyboard	Partially Supports	All core system functionality (edit fields, buttons, links, navigation controls) can be accessed using the keyboard. Exception: When attempting to activate the Launch an Exam button after navigating to it with the Up and Down Arrow keys, neither the Space nor Enter key activates the button, the Tab key is required.
2.1.2 No Keyboard Trap	Supports	The application does not have any keyboard traps.
2.1.4 Character Key Shortcuts (WCAG 2.1 only)	Not Applicable	The application does not require this capability for operation.
2.2.1 Timing Adjustable	Supports	Accommodations can be requested for adjustments to the application time limits.
2.2.2 Pause, Stop, Hide	Supports	The application does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold	Supports	The application does not use flashing content.
2.4.1 Bypass Blocks	Partially Supports	The application provides a way to bypass blocks for users. Exception: The application does not provide “skip to” content or navigation links but does provide landmark regions.
2.4.2 Page Titled	Supports	The application uses clear and meaningful page titles.
2.4.3 Focus Order	Supports	Focus indication has been implemented for all active application elements, and components receive focus in an order that preserves meaning.
2.4.4 Link Purpose (In Context)	Supports	The application supports contextual link purpose.
2.5.1 Pointer Gestures (WCAG 2.1 only)	Not Applicable	The application does not require users to make specific finger or cursor gestures.

Level A Success Criterion	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (WCAG 2.1 only)	Not Applicable	The application does not activate functions on the down-click or down-tap.
2.5.3 Label in Name (WCAG 2.1 only)	Supports	All occurrences of programmatic labels for elements match with the label that the user sees.
2.5.4 Motion Actuation (WCAG 2.1 only)	Not Applicable	The application does not utilize any motion interactions.
3.1.1 Language of Page	Supports	The application uses language attributes.
3.2.1 On Focus	Supports	Elements in the application do not change when they receive focus.
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	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.2 Labels or Instructions	Partially Supports	<p>All input fields are clearly labeled, and clear instructions are given for user input.</p> <p>Exception: Not all form controls on the candidate registration or settings pages use proper labels.</p>
4.1.1 Parsing	Partially Supports	<p>The application conforms to proper markup semantics.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • The Previous and Next buttons in User Registration appear visually as buttons but appear to screen readers as links. • On the MOS Online Technical Preview section, the Cloud Delivery toggle is not announced as an interactive element, and focus can only move to it with the Up and Down Arrow keys, not the Tab key.

Level A Success Criterion	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value	Partially Supports	<p>Form fields and primary item interactions are fully compliant and encoded with Name, Role, Value.</p> <p>Exceptions:</p> <ul style="list-style-type: none">• Checkboxes do not announce the correct state on the Manage Exams page.• The Select Exam page does not announce dynamic search results.• On the User Registration page, screen reader users do not receive a notification the page has loaded.• The progress bar on the Updates page does not announce status for downloads.

Table 2: Success Criteria, Level AA

Level AA Success Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The application does not contain live media.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The application does not contain video content that requires audio descriptions.
1.3.4 Orientation (WCAG 2.1 only)	Supports	The application supports display orientation on test center delivery systems.
1.3.5 Identify Input Purpose (WCAG 2.1 only)	Supports	The purpose of inputs can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The application has sufficient color contrast in all its elements.
1.4.4 Resize text	Partially Supports	The application supports zooming content without loss of content or function but does not support increasing font sizes.
1.4.5 Images of Text	Supports	The application does not include images of text.
1.4.10 Reflow (WCAG 2.1 only)	Does Not Support	<p>Content in the application does not reflow properly and has loss of content and functionality when zoomed.</p> <p>When zoomed, most pages require both vertical and horizontal scrolling.</p> <p>The menu does not scroll when zoomed, so only the first few menu items are visible.</p> <p>There is inconsistent presentation of the zoom level changes visually and no audible announcement.</p>
1.4.11 Non-text Contrast (WCAG 2.1 only)	Partially Supports	<p>The application supports 3:1 contrast ratio for non-text elements.</p> <p>Exception: The visual focus indicator lacks sufficient color contrast, though not all elements receive a visual focus indicator.</p>

Level AA Success Criterion	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (WCAG 2.1 only)	Supports	The application content uses adequate text spacing.
1.4.13 Content on Hover or Focus (WCAG 2.1 only)	Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content.
2.4.5 Multiple Ways	Supports	The application supports multiple ways to find pages.
2.4.6 Headings and Labels	Partially Supports	Page headings and labels are meaningful. Exception: Some pages have headings but are sometimes used for style rather than for page structure.
2.4.7 Focus Visible	Partially Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception. Exception: Some but not all form controls receive a visual focus indicator when reading through page content, while most text content does not.
3.1.2 Language of Parts	Not Applicable	Multiple languages were not encountered during testing.
3.2.3 Consistent Navigation	Supports	Consistent navigation is used across the application.
3.2.4 Consistent Identification	Supports	The application uses icons and buttons consistently across the application.
3.3.3 Error Suggestion	Supports	The application suggests fixes when users make errors.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	The application reduces the risk of input errors for sensitive data and provides an item review where users can check their answers before final submission.
4.1.3 Status Messages (WCAG 2.1 only)	Supports	Status messages are promptly displayed or communicated to the user.

Legal Disclaimer

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