

Accessibility Conformance Report for Certiport Box Exams on ITD 22

**WCAG 2.2/Section 508 Edition
(based on VPAT® version 2.5)**

Overview

Report date: January 14, 2025

Product: Certiport Box User Interface on Internet Test Driver version 22

Product description: The Certiport Box User Interface (Box UI) is the front-end delivery system for many Certiport exams including those in the Agriscience and Technology Careers, Cisco, Critical Career Skills, Entrepreneurship and Small Business, IC3 Digital Literacy, Information Technology Specialist, Intuit, Health Sciences Careers, Hospitality and Culinary Arts Careers, Meta, Project Management Institute, and Unity programs. The Internet Test Driver (ITD) provides the back-end functionality. The Box UI and ITD are developed and maintained for Certiport by a third-party vendor, Internet Testing Systems.

Exams in the Box UI are delivered on Windows and Mac computers in Certiport Authorized Testing Centers (CATCs) with the Exam Administrator and the Test Candidate(s) in the same room.

Product contact information: Certiport Customer Service department (CustomerServices@Certiport.com)

Report prepared by: Pearson VUE Accessibility Services

Contact information: PVUEAccessibility@pearson.com

Notes:

- This report documents the accessibility conformance of the product as of the report date.
- References in this report to “the product” or “the Box UI” refer to the product identified above.

Evaluation methods used:

Trained Accessibility Quality Assurance Engineers, including native users of blindness technologies, conducted automated and manual product evaluations on Windows 11 and macOS 14.6 using JAWS 2024 and a refreshable braille display.

Applicable Standards/Guidelines

This report covers the degree of conformance of the product to the accessibility standards and guidelines described in Table 1.

Table 1. Conformance with accessibility standards and guidelines

Standard/Guideline	Documentation Location	Included In Report
Web Content Accessibility Guidelines (WCAG) 2.2 (incorporates WCAG 2.1 and WCAG 2.0)	https://www.w3.org/TR/WCAG22	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 Accessibility Standards	https://www.access-board.gov/ict	Yes

Terms

This document uses the following terms to describe the Conformance Level of the product to a success criterion:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or with equivalent facilitation.
- **Partially Supports:** Most product functionality meets the criterion. Exceptions listed.
- **Does Not Support:** Most 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.

WCAG 2.2 Report

When reporting on conformance with the WCAG 2.2 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 2 and Table 3 also document conformance with Revised Section 508: Chapter 5 – 501.1 Scope and 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: Information about WCAG and Section 508 criteria is available from the websites provided in Table 1.

Level A Success Criteria Conformance

Unless otherwise noted, the criteria in Table 2 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Table 2. Conformance to Level A success criteria

Level A Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. Exception: The checkmarks in the Exam Summary have non-specific alternative text.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The product has no prerecorded audio- or video-only media.
1.2.2 Captions (Prerecorded)	Not Applicable	The product has no prerecorded audio or synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The product has no prerecorded media.
1.3.1 Info and Relationships	Partially Supports	The product uses a logical structure in most places where information and relationships can be programmatically determined. Exceptions: <ul style="list-style-type: none">• The Exam Summary table lacks proper markup.• The online score report lacks proper markup but is available as a downloadable PDF.

Accessibility Conformance Report for Certiport Box UI on ITD

Level A Criterion	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence	Supports	The programmatic reading order does not change the meaning of the content.
1.3.3 Sensory Characteristics	Supports	The product does not rely only on sensory information to convey meaning.
1.4.1 Use of Color	Supports	The product does not rely only on color to convey meaning.
1.4.2 Audio Control	Not Applicable	The product has no prerecorded audio or synchronized media that auto-plays for more than 3 seconds.
2.1.1 Keyboard	Partially Supports	<p>Most core system functionality in the product (edit fields, buttons, links, navigation controls) can be accessed by using the keyboard.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • The Shift+Tab keyboard combination does not move focus backward. • Scrolling the Tutorial using only the keyboard does not work. • Screen reader users are unable to complete Build List interactions. (Build List is an optional item type.)
2.1.2 No Keyboard Trap	Supports	The product has no keyboard traps.
2.1.4 Character Key Shortcuts	Supports	Keyboard shortcuts can be turned off or remapped by the user and act only on the component that has focus.
2.2.1 Timing Adjustable	Supports	Time limits not subject to exception can be turned off or adjusted.
2.2.2 Pause, Stop, Hide	Supports	A mechanism exists for the user to pause, stop, or hide non-essential moving, blinking, scrolling, or auto-updating information within the product.
2.3.1 Three Flashes or Below Threshold	Supports	The product does not contain content that flashes more than three times per second.

Accessibility Conformance Report for Certiport Box UI on ITD

Level A Criterion	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	A mechanism is available to bypass blocks of content that are repeated.
2.4.2 Page Titled	Not Applicable	The product is a compiled application that does not support individual page titles.
2.4.3 Focus Order	Supports	The focus order of the product elements preserves meaning and operability.
2.4.4 Link Purpose (In Context)	Supports	The product uses meaningful link names.
2.5.1 Pointer Gestures	Not Applicable	No interactions are based on pointer gestures.
2.5.2 Pointer Cancellation	Not Applicable	No product functionality is operated through a single point of screen contact.
2.5.3 Label in Name <i>Does not apply to Revised Section 508</i>	Supports	For user interface components that have visible text labels, the programmatic component names match the visible labels.
2.5.4 Motion Actuation <i>Does not apply to Revised Section 508</i>	Not Applicable	The product has no motion-operated functionality.
3.1.1 Language of Page	Supports	The product identifies the default language of each page.
3.2.1 On Focus	Supports	Elements 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.
3.2.6 Consistent Help	Supports	Help mechanisms repeated on multiple pages occur in the same order relative to other page content unless the user initiates a change.
3.3.1 Error Identification	Supports	The product clearly identifies input errors.

Level A Criterion	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions	Partially Supports	<p>Most fields are clearly labeled, and clear instructions are given for user input.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Text/number input fields are not labeled. (Text Input and Number Input are optional item types.) • Instructions are not present for screen reader users when providing optional post-exam feedback.
3.3.7 Redundant Entry	Not Applicable	The product does not require re-entry of information.
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. WCAG 2.2 does not include this criterion.
4.1.2 Name, Role, Value	Partially Supports	<p>The name and role of most user interface components that can be programmatically determined are fully compliant and encoded with Name, Role, Value.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • The Tools menu unexpectedly forces screen readers into application mode. • Screen readers do not announce the status of listboxes when selecting options or changing selection; the user must move away from and back to the listbox to hear the current selection.

Level AA Success Criteria Conformance

Unless otherwise noted, the criteria in Table 3 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Table 3. Conformance to Level AA success criteria

Level AA Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The product has no time-based media or media players.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has no time-based media or media players.
1.3.4 Orientation <i>Does not apply to Revised Section 508</i>	Supports	The product supports system-level orientation settings.
1.3.5 Identify Input Purpose <i>Does not apply to Revised Section 508</i>	Supports	The purpose of input fields can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The product has sufficient color contrast in its content.
1.4.4 Resize text	Supports	Text can be resized without assistive technology up to 200% without loss of content or functionality.
1.4.5 Images of Text	Supports	The product does not include images of text.
1.4.10 Reflow <i>Does not apply to Revised Section 508</i>	Partially Supports	Content can be resized without assistive technology up to 400% without loss of content or introduction of bidirectional scrolling. Exception: In Active Screen items only, answer area content is obscured when zoomed in to 400%. (Active Screen is an optional item type.) No scroll bars are present to access the off-screen content.
1.4.11 Non-text Contrast <i>Does not apply to Revised Section 508</i>	Supports	Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1.
1.4.12 Text Spacing <i>Does not apply to Revised Section 508</i>	Not Applicable	The product is a compiled application incapable of overriding the authored text spacing.

Level AA Criterion	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus <i>Does not apply to Revised Section 508</i>	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 <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product provides more than one way to locate a page within a set of pages.
2.4.6 Headings and Labels	Supports	Headings and labels describe the content topic or purpose.
2.4.7 Focus Visible	Partially Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception across most elements. Exception: Focus on navigation buttons is indicated only by a lighter color, which might be mistaken to mean the button is unavailable.
2.4.11 Focus Not Obscured (Minimum)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements	Supports	All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
2.5.8 Target Size (Minimum)	Supports	All pointer input targets are at least 24-by-24 CSS pixels.
3.1.2 Language of Parts	Not Applicable	The product is a compiled application that does not support individual page titles.
3.2.3 Consistent Navigation <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product presents repeated navigation elements in the same relative order.
3.2.4 Consistent Identification <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product consistently identifies repeated functional elements.
3.3.3 Error Suggestion	Supports	The product provides suggestions when user input results in validation errors.

Accessibility Conformance Report for Certiport Box UI on ITD

Level AA Criterion	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	The product helps prevent errors by checking, confirming, and allowing reversal of user input submissions.
3.3.8 Accessible Authentication (Minimum)	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process.
4.1.3 Status Messages <i>Does not apply to Revised Section 508</i>	Partially Supports	Status messages are promptly displayed or communicated to the user. Exception: When an alert dialog pops up, screen reader focus is taken to the Continue button, forcing screen reader users to backtrack to hear the dialog content, but not announcing the message.

Level AAA Success Criteria Conformance

This report does not cover the degree of conformance of the product to WCAG 2.x Level AAA Success Criteria.

Revised Section 508 Report

These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act. Application and scoping information, including definitions and exceptions, is specified in:

- Chapter 1: Application and Administration
- Chapter 2: Scoping Requirements

Note: Information about Section 508 criteria is available from the website provided in Table 1.

Chapter 3: Functional Performance Criteria (FPC)

Note: Section 301 defines the scope of Chapter 3. The table does not include that section.

Table 4. Conformance to Section 508 Chapter 3 criteria

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Refer to Table 2, criteria 1.1.1, 1.3.1, 2.1.1, and 4.1.2, and Table 3, criterion 4.1.3, for explanations.
302.2 With Limited Vision	Partially Supports	Refer to Table 2, criteria 1.1.1, 1.3.1, 2.1.1, 3.3.2, and 4.1.2, and Table 3, criterion 2.4.7, for explanations.
302.3 Without Perception of Color	Supports	At least one visual mode of operation does not require user perception of color.
302.4 Without Hearing	Not Applicable	No audible mode of operation is provided.
302.5 With Limited Hearing	Not Applicable	No audible mode of operation is provided.
302.6 Without Speech	Not Applicable	Speech is not used for input, control, or operation.
302.7 With Limited Manipulation	Partially Supports	Refer to Table 2, criteria 2.1.1, and 4.1.2, and Table 3, criterion 2.4.7, for explanations.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Refer to Table 2, criteria 2.1.1, and 4.1.2, and Table 3, criterion 2.4.7, for explanations.

Chapter 4: Hardware

Note: The Chapter 4 standards do not apply to this product because the product has no hardware components.

Chapter 5: Software

Note: Section 501 defines the scope of Chapter 5. Subsections 50x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

Table 5. Conformance to Section 508 Chapter 5 criteria

Software Criterion	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software and does not control access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Refer to Table 2, criteria 3.3.2 and 4.1.2, for explanations.
502.3.2 Modification of Object Information	Supports	States and properties the user can set can be set programmatically, including through assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	Refer to Table 2, criterion 1.3.1, for explanations.
502.3.4 Values	Supports	Current and allowable values associated with an object can be programmatically determined.
502.3.5 Modification of Values	Partially Supports	Refer to Table 2, criterion 4.1.2, for explanations.
502.3.6 Label Relationships	Partially Supports	Component labels and labeled components can be programmatically determined. Refer to Table 2, criterion 3.3.2, for explanations.

Accessibility Conformance Report for Certiport Box UI on ITD

Software Criterion	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships between component containers and contained components can be programmatically determined.
502.3.8 Text	Supports	The content of text objects and attributes, and the boundaries of rendered text, can be programmatically determined.
502.3.9 Modification of Text	Supports	Text that users can set can be set programmatically, including through assistive technology.
502.3.10 List of Actions	Supports	Actions available to users can be programmatically determined.
502.3.11 Actions on Objects	Supports	Assistive technology can programmatically execute actions on objects.
502.3.12 Focus Cursor	Supports	Focus, the text insertion point, and selection attributes of UI components are tracked.
502.3.13 Modification of Focus Cursor	Supports	Focus, the text insertion point, and selection attributes the user can set can be set programmatically, including through assistive technology.
502.3.14 Event Notification	Partially Supports	Notifications of events relevant to user interactions are available to assistive technology. Refer to Table 2, criterion 4.1.3, for explanations.
502.4 Platform Accessibility Features	Not Applicable	The product does not meet the definition of platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The product is designed to be isolated from the underlying platform software.

Accessibility Conformance Report for Certiport Box UI on ITD

Software Criterion	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product has no time-based media or media players.
503.4.2 Audio Description Controls	Not Applicable	The product has no time-based media or media players.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not Applicable	The product has no authoring tools.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product has no authoring tools.
504.2.2 PDF Export	Not Applicable	The product has no authoring tools.
504.3 Prompts	Not Applicable	The product has no authoring tools.
504.4 Templates	Not Applicable	The product has no authoring tools.

Chapter 6: Support Documentation and Services

Note: Section 601 defines the scope of Chapter 6. Subsections 60x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

Table 6. Conformance to Section 508 Chapter 6 criteria

Support Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The product does not provide support documentation to end users.
602.3 Electronic Support Documentation	Not Applicable	The product does not provide electronic support documentation to end users.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	The product does not provide support documentation to end users.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The product does not provide support services to end users.
603.3 Accommodation of Communication Needs	Not Applicable	The product does not provide support services to end users.

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