

# Accessibility Conformance Report for Certiport Box UI on ITD 24

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

## Overview

**Report date:** September 19, 2025

**Product:** Certiport Box User Interface on Internet Test Driver version 24

**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 (ITS).

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)

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### 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 and Scope

Trained Accessibility Quality Assurance Engineers, including native users of blindness technologies, conducted evaluations that included both automated and manual testing.

Current testing was conducted on Windows 11 using JAWS 2024, a refreshable braille display, and Colour Contrast Analyzer.

Evaluations were conducted using the following exams:

- Entrepreneurship and Small Business - U.S. v.2 (ESB-300)
- Professional Communication (CSB-100)

## 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 2.0 and 2.1) | <a href="https://www.w3.org/TR/WCAG22">https://www.w3.org/TR/WCAG22</a>         | Level A: Yes<br>Level AA: Yes<br>Level AAA: No                     |
| Revised Section 508 Accessibility Standards                                     | <a href="https://www.access-board.gov/ict">https://www.access-board.gov/ict</a> | Chapter 3: Yes<br>Chapter 4: No<br>Chapter 5: Yes<br>Chapter 6: No |

## 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 provided.
- **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                                     | Supports           | All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.                                                                                                                                                                                                                                                                                                                                               |
| 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 synchronized media.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) | Not Applicable     | The product has no synchronized media.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1.3.1 Info and Relationships                               | Partially Supports | <p>The product uses a logical structure in most places where information and relationships can be programmatically determined.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Tools menu options are not properly programmatically associated.</li> <li>• The Exam Summary table lacks proper markup.</li> <li>• The Score Report contains tables without proper markup. (However, it is also available as a downloadable PDF.)</li> </ul> |

| 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>All core product functionality can be accessed by using the keyboard.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>Screen reader users are unable to complete Build List interactions.</li> <li>When the Calculator is open, the Next and Back buttons are not available when using only the keyboard to navigate.</li> </ul> <p>Note: Build List is an optional item type. The calculator is an optional tool.</p> |
| 2.1.2 No Keyboard Trap                                                                                         | Supports           | The product has no keyboard traps.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.1.4 Character Key Shortcuts                                                                                  | Not Applicable     | The product has no single-character keyboard shortcuts.                                                                                                                                                                                                                                                                                                                                                                                 |
| 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.                                                                                                                                                                                                                                                                                                                                                     |
| 2.4.1 Bypass Blocks<br><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.                                                                                                                                                                                                                                                                                                                                                                 |

| Level A Criterion                                                      | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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<br><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<br><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.                                                                                                                                                                                                                                                                                                            |
| 3.3.2 Labels or Instructions                                           | Partially Supports | <p>Content input fields are clearly labeled, and clear instructions are given for user input.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>Text/number input fields are not labeled. (Text Input and Number Input are optional item types.).</li> <li>Exam Summary table tooltips are not available to screen reader users.</li> </ul> |
| 3.3.7 Redundant Entry                                                  | Not Applicable     | The product does not require re-entry of information.                                                                                                                                                                                                                                                                                                   |

| Level A Criterion       | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.1.2 Name, Role, Value | Partially Supports | <p>The name and role of all 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"> <li>In Drag-and-Drop items, the Reset button resets the question visually but not programmatically.</li> <li>The Mark for Review button does not announce its state when toggled.</li> </ul> |

## 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<br><i>Does not apply to Revised Section 508</i>            | Supports          | The product supports system-level orientation settings.                                               |
| 1.3.5 Identify Input Purpose<br><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.                                                          |

| Level AA Criterion                                                                                             | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.4.10 Reflow<br><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.<br>Exceptions:<br><ul style="list-style-type: none"> <li>In Active Screen items, answer area content moves offscreen when zoomed in to 400%. No scroll bars are present to access the off-screen content.</li> <li>Drag-and-drop items require scrolling in two directions at higher zoom magnitudes.</li> </ul> Note: Active Screen and Drag-and-Drop are optional item types. |
| 1.4.11 Non-text Contrast<br><i>Does not apply to Revised Section 508</i>                                       | Partially Supports | Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1.<br>Exceptions: Navigation buttons focus indicator lacks sufficient contrast with its background.                                                                                                                                                                                                                                                                                                                          |
| 1.4.12 Text Spacing<br><i>Does not apply to Revised Section 508</i>                                            | Not Applicable     | The product is a compiled application incapable of overriding the authored text spacing.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1.4.13 Content on Hover or Focus<br><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<br><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 Web page within a set of Web pages.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2.4.6 Headings and Labels                                                                                      | Supports           | Headings and labels describe the content topic or purpose.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.4.7 Focus Visible                                                                                            | Supports           | Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception.                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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.                                                                                                                                                                                                                                                                                                                                                                                       |

| Level AA Criterion                                                                                                         | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.5.7 Dragging Movements                                                                                                   | Supports           | All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.                                 |
| 2.5.8 Target Size (Minimum)                                                                                                | Supports           | All pointer-input targets are at least 24-by-24 CSS pixels unless they have equivalent spacing or an alternative control, the target is inline, the size is determined by the user agent, or a specific target presentation is required.                              |
| 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<br><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<br><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.                                                                                                                                                                                        |
| 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)                                                                                  | Not Applicable     | The product does not have an authentication process.                                                                                                                                                                                                                  |
| 4.1.3 Status Messages<br><i>Does not apply to Revised Section 508</i>                                                      | Partially Supports | Status messages are promptly displayed or communicated to the user.<br><br>Exception: When an alert dialog pops up, screen reader focus is taken to the Continue button. Screen reader users must navigate to the beginning of the dialog to hear the dialog content. |

## 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 1.3.1, 2.1.1, 3.3.2, and 4.1.2 for exceptions.           |
| 302.2 With Limited Vision                                      | Partially Supports | Refer to Table 2, criteria 1.3.1, 2.1.1, 3.3.2, and 4.1.2 for exceptions.           |
| 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     | The product does not provide an audible mode of operation.                          |
| 302.5 With Limited Hearing                                     | Not Applicable     | The product does not provide an audible mode of operation.                          |
| 302.6 Without Speech                                           | Not Applicable     | The product does not use speech for input, control, or operation.                   |
| 302.7 With Limited Manipulation                                | Partially Supports | Refer to Table 2, criterion 2.1.1 for exceptions.                                   |
| 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 1.3.1, 2.1.1, 3.3.2, and 4.1.2 for exceptions.           |

## 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, criterion 4.1.2 for exceptions.                                                                    |
| 502.3.2 Modification of Object Information      | Partially Supports                  | Refer to Table 2, criterion 1.3.1 for exceptions.                                                                    |
| 502.3.3 Row, Column, and Headers                | Partially Supports                  | Refer to Table 2, criterion 1.3.1 for exceptions.                                                                    |
| 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 1.3.1 for exceptions.                                                                    |
| 502.3.6 Label Relationships                     | Partially Supports                  | Refer to Table 2, criteria 1.3.1 and 3.3.2 for exceptions.                                                           |
| 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. |

| Software Criterion                                     | Conformance Level                   | Remarks and Explanations                                                                                                                        |
|--------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                            | Supports                            | Notifications of events relevant to user interactions are available to assistive technology.                                                    |
| 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.                                                                   |
| 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 | Not Applicable                      | The product has no time-based media or media players.                                                                                           |
| 504 Authoring Tools                                    | Not Applicable                      | The product has no authoring tools.                                                                                                             |

## **Chapter 6: Support Documentation and Services**

**Note:** The Chapter 6 standards do not apply to this product because the product does not provide support documentation to end users.

## **Legal Disclaimer**

Pearson VUE has made every attempt to ensure the accuracy and reliability of the information provided in this report as of the report date. We cannot guarantee that this product 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. This document shall not be interpreted to be included in any contract between any parties.