Accessibility Conformance Report for PearsonVUE.com

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

Overview

Report date: December 19, 2025

Product: PearsonVUE.com

Product description: PearsonVUE.com is the website for Pearson Professional Assessments, a part of the Pearson family of companies.

Product contact information: PVUEAccessibility@pearson.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 site" 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 with Microsoft Edge version 128 and both automated and manual testing.

Assistive technology used during the evaluation included JAWS 2024, NVDA 2024, and a refreshable braille display.

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Evaluations included the following representative pages:

- https://www.pearsonvue.com
- pearsonvue.com/cn/zh/aws/emfreeretake25.html
- pearsonvue.com/us/en/about.html
- pearsonvue.com/us/en/ada.html
- pearsonvue.com/us/en/al/realestate.html
- pearsonvue.com/us/en/aws.html
- pearsonvue.com/us/en/aws/onvue.html
- pearsonvue.com/us/en/bacb.html
- pearsonvue.com/us/en/cisco.html
- pearsonvue.com/us/en/comptia.html
- pearsonvue.com/us/en/contact-us.html
- pearsonvue.com/us/en/cpshr.html
- pearsonvue.com/us/en/crowdstrike.html
- pearsonvue.com/us/en/esri.html
- pearsonvue.com/us/en/fdle.html
- pearsonvue.com/us/en/fitchlearning.html
- pearsonvue.com/us/en/fl/dbpr.html
- pearsonvue.com/us/en/hpe.html
- pearsonvue.com/us/en/jbma.html
- pearsonvue.com/us/en/legal/accessibility-statement.html
- pearsonvue.com/us/en/legal/privacy-and-cookies-policy.html
- pearsonvue.com/us/en/legal/terms-of-service.html
- pearsonvue.com/us/en/me/appraisers.html
- pearsonvue.com/us/en/meta.html
- pearsonvue.com/us/en/microsoft.html
- pearsonvue.com/us/en/microsoft/onvue.html
- pearsonvue.com/us/en/mttc.html
- pearsonvue.com/us/en/ncbe.html
- pearsonvue.com/us/en/nclex/contact.html
- pearsonvue.com/us/en/nremt.html
- pearsonvue.com/us/en/onvue/online-testing-video.html
- pearsonvue.com/us/en/onvue/requirements.html
- pearsonvue.com/us/en/pmi.html
- pearsonvue.com/us/en/salesforce.html
- pearsonvue.com/us/en/search.html
- pearsonvue.com/us/en/skilling-solutions.html
- pearsonvue.com/us/en/test-centers.html
- pearsonvue.com/us/en/test-owners.html
- pearsonvue.com/us/en/test-takers/accommodations.html
- pearsonvue.com/us/en/test-takers/customer-service.html
- pearsonvue.com/us/en/test-takers/customer-service/email/americas-professional.html
- pearsonvue.com/us/en/test-takers/log-in.html
- pearsonvue.com/us/en/test-takers/onvue-online-proctoring.html
- pearsonvue.com/us/en/test-takers/onvue-online-proctoring/view-all.html
- pearsonvue.com/us/en/test-takers/resources.html
- pearsonvue.com/us/en/training-centers.html
- pearsonvue.com/us/en/tx/insurance.html
- pearsonvue.com/us/en/ut/realestate.html
- pearsonvue.com/us/en/va/insurance/ce.html

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)	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	Chapter 3: Yes Chapter 4: No Chapter 5: No 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)	Supports	All prerecorded audio-only or video-only media has an alternative presentation of equivalent information.
1.2.2 Captions (Prerecorded)	Partially Supports	The product has synchronized media with prerecorded audio, but captions are not provided for some videos.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	All prerecorded video content includes an audio track that conveys essential visual information. No additional audio description or text alternative is required.
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. Exception: Search, Language selection, and media player language selection buttons lack accessible labels.
1.3.2 Meaningful Sequence	Supports	The programmatic reading order does not change the meaning of the content.

Level A Criterion	Conformance Level	Remarks and Explanations
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 three seconds.
2.1.1 Keyboard	Supports	All core product functionality can be accessed by using the keyboard.
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	Not Applicable	The product has no time limits.
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 *For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs*	Supports	A mechanism is available to bypass blocks of content that are repeated.
2.4.2 Page Titled	Supports	The product provides unique, meaningful page titles.
2.4.3 Focus Order	Partially Supports	The focus order of the product elements preserves meaning and operability. Exception: The modal language dialog shows the background page structure to screen reader users.
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.

Level A Criterion	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation	Supports	All product functionality operated through a single point of screen contact occurs or reverses on the pointer up event or can be reversed before or after completion.
2.5.3 Label in Name *Does not apply to Revised Section 508*	Supports	For user interface components that have visible text labels, the programmatic component names match the visible labels.
2.5.4 Motion Actuation *Does not apply to Revised Section 508*	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	Content input fields are clearly labeled, and clear instructions are given for user input. Exception: Language selector lacks explicit label.
3.3.7 Redundant Entry	Not Applicable	The product does not require re-entry of information.
4.1.2 Name, Role, Value	Partially Supports	The name and role of all user interface components that can be programmatically determined are fully compliant and encoded with Name, Role, Value. Exceptions: A tab is identified by assistive technology as a link. Several code errors exist that cause unexpected behavior with a keyboard and with assistive technology.

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 live time-based media or media players.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has a video, but the audio track conveys all important information.
1.3.4 Orientation *Does not apply to Revised Section 508*	Supports	The product supports system-level orientation settings.
1.3.5 Identify Input Purpose *Does not apply to Revised Section 508*	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 includes images of text which include appropriate image descriptions.
1.4.10 Reflow *Does not apply to Revised Section 508*	Partially Supports	Content can be resized without assistive technology up to 400% without loss of content or introduction of bidirectional scrolling. Exception: A tab panel does not reflow in smaller viewport sizes without requiring horizontal scrolling.
1.4.11 Non-text Contrast *Does not apply to Revised Section 508*	Supports	Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1.
1.4.12 Text Spacing *Does not apply to Revised Section 508*	Supports	The product adapts to user-defined text spacing with no loss of content or functionality.

Level AA Criterion	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus *Does not apply to Revised Section 508*	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 *For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs*	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 by author-created content.
2.5.7 Dragging Movements	Not Applicable	Product functionality does not require dragging.
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	Partially Supports	When content is presented in multiple languages, the product does not always identify language changes.
3.2.3 Consistent Navigation *For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs*	Supports	The product presents repeated navigation elements in the same relative order.
3.2.4 Consistent Identification *For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs*	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.

Level AA Criterion	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum)	Not Applicable	The product does not have an authentication process.
4.1.3 Status Messages *Does not apply to Revised Section 508*	Supports	Status messages are promptly displayed or communicated to the user.

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	At least one mode of operation does not require user vision. Exceptions: Refer to Table 2, criteria 1.3.1, 2.4.3 and Table 3, criterion 3.1.2.
302.2 With Limited Vision	Partially Supports	At least one mode of operation enables users to make use of limited vision. Exceptions: Refer to Table 2, criteria 1.3.1, 2.4.3, 3.3.2, and 4.1.2 and Table 3, criterion 3.1.2.
302.3 Without Perception of Color	Supports	At least one visual mode of operation does not require user perception of color.

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Partially Supports	At least one mode of operation does not require user hearing. Exceptions: Refer to Table 2, criterion 1.2.2.
302.5 With Limited Hearing	Partially Supports	At least one mode of operation enables users to make use of limited hearing. Exceptions: Refer to Table 2, criterion 1.2.2.
302.6 Without Speech	Not Applicable	The product does not use speech for input, control, or operation.
302.7 With Limited Manipulation	Supports	At least one mode of operation does not require fine motor control or simultaneous manual operations.
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	The product provides features to simplify use by individuals with limited cognitive, language, and learning abilities. The product does not control content or level of language. Exceptions: Refer to Table 2, criteria 1.2.2, 1.3.1, 2.4.3, 3.3.2, and 4.1.2 and Table 3, criterion 3.1.2.

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: The Chapter 5 standards do not apply to this product because the product does not meet the definition of software.

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 or services to end users.

Legal Disclaimer

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