

# Accessibility Conformance Report for Certiport Website

**WCAG 2.1/Section 508 Edition  
(based on VPAT® version 2.4)**

## Overview

**Report date:** January 25, 2024

---

**Product:** Certiport website as reviewed on January 24, 2024

**Product description:** The Certiport website, located at [Certiport.PearsonVUE.com](https://Certiport.PearsonVUE.com) and available through [Certiport.com](https://Certiport.com), is a publicly available site. Site content includes information about certification exams available from Certiport, educator resources to support the delivery of those certification exams through Certiport Authorized Testing Centers (CATCs), purchasing information, and general information about Certiport, a Pearson VUE business.

The Certiport website is maintained by Pearson VUE and available to the public. Typical consumers of site content are CATC administrators, educators, and personnel of school districts that currently deliver, or plan to deliver, Certiport exams.

---

**Report prepared by:** Pearson VUE Accessibility department

**Contact information:** [PVUEAccessibility@pearson.com](mailto:PVUEAccessibility@pearson.com)

### Notes:

- This report documents the accessibility conformance of the Certiport website as of the report date.
- Other sites and content linked to from the Certiport website are not within the scope of this report.
- References in this report to “the site” refer to the Certiport website.

### Evaluation methods used:

- 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 10 and macOS 14.2.1 with Chrome 120.
- Assistive technology used during the evaluation included JAWS 2024, NVDA 2023, 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 the following table.

**Table 1. Conformance with accessibility standards and guidelines**

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines (WCAG) 2.1</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	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 meets with equivalent facilitation.
- **Partially Supports:** Some product functionality 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.

## WCAG 2.1 Report

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:** When reporting on conformance with the WCAG 2.1 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](#).

### 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)	Partially Supports	Captions are provided for any prerecorded media. Exception: Prerecorded media is available from the site, but captions are provided for only some media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Does Not Support	Prerecorded media is available from the site, but audio description or media alternatives are not provided.
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"> <li>• Certiport Solution Providers search query and results presented in incorrectly formatted list and table.</li> <li>• Headings on the Solution Providers page skip levels.</li> <li>• Newsletter subscription form incorrectly structured as a list but does not appear visually or announce to screen</li> </ul>

## Accessibility Conformance Report for Certiport Website

Level A Criterion	Conformance Level	Remarks and Explanations
		readers as a list; state selection is not properly nested within the list.
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	All core system functionality in the product (edit fields, buttons, links, navigation controls) can be accessed by using the keyboard. Exception: Cookies Preferences link lacks a valid target to receive keyboard focus.
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 exceptions can be turned off or adjusted.
2.2.2 Pause, Stop, Hide	Does Not Support	The product contains non-essential moving, blinking, scrolling, or auto-updating information that the user cannot pause, stop, or hide.
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 Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Supports	A mechanism is available to bypass blocks of content that are repeated. Exception: Page includes a form with nested landmark regions rather than within a landmark region.

## Accessibility Conformance Report for Certiport Website

Level A Criterion	Conformance Level	Remarks and Explanations
2.4.2 Page Titled	Supports	The product provides unique, meaningful 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)	Partially Supports	<p>The product uses meaningful link names.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Search Results page displays multiple Contact Sales links with different link targets.</li> <li>• Compass Delivery page displays multiple links with same text but different purposes or targets.</li> </ul>
2.5.1 Pointer Gestures	Supports	All interactions can be completed with a single pointer.
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 <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.
3.3.1 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>Exception: Checkbox labels on Newsletter page not associated with form controls.</p>

Level A Criterion	Conformance Level	Remarks and Explanations
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
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>• Top navigation menu announces to screen readers only when expanding, not collapsing.</li> <li>• Expandable sections use ARIA button role and aria-expanded attribute incorrectly.</li> <li>• Expandable sections are inconsistently coded as tabs, headings, menus, and/or buttons.</li> <li>• List elements on Solution Providers page have disallowed ARIA-label attributes.</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 live time-based media.
1.2.5 Audio Description (Prerecorded)	Does Not Support	Audio description is required, but not provided.
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.

## Accessibility Conformance Report for Certiport Website

Level AA Criterion	Conformance Level	Remarks and Explanations
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 percent 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>	Supports	Content can be resized without assistive technology up to 400 percent without loss of content or introduction of bidirectional scrolling.
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>	Supports	The product adapts to user-defined text spacing with no loss of content or functionality.
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 Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	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.
3.1.2 Language of Parts	Supports	When content is presented in multiple languages, the product identifies language changes.
3.2.3 Consistent Navigation Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The product presents repeated navigation elements in the same relative order.

## Accessibility Conformance Report for Certiport Website

Level AA Criterion	Conformance Level	Remarks and Explanations
<b>3.2.4 Consistent Identification</b> Note for Revised Section 508: <ul style="list-style-type: none"><li>• 501 (Web)(Software) – Does not apply to non-web software</li><li>• 602.3 (Support Docs) – Does not apply to non-web docs</li></ul>	Supports	The product consistently identifies repeated functional elements.
<b>3.3.3 Error Suggestion</b>	Supports	The product provides suggestions when user input results in validation errors.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b>	Supports	The product helps prevent errors by checking, confirming, and allowing reversal of user input submissions.
<b>4.1.3 Status Messages</b> <i>Does not apply to Revised Section 508</i>	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

**Note:** 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](#)

### Chapter 3: [Functional Performance Criteria](#) (FPC)

**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 and Table 3 for explanations.
302.2 With Limited Vision	Partially Supports	Refer to Table 2 and Table 3 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	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.5 With Limited Hearing	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.6 Without Speech	Not Applicable	Speech is not used 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	Supports	The product provides features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

### 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.

**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	Supports	Users have control of 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 and Table 3 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	Supports	In data tables, occupied rows and columns and their headers can be programmatically determined.
502.3.4 Values	Supports	Current and allowable values associated with an object can be programmatically determined.
502.3.5 Modification of Values	Supports	Values the user can set can be set programmatically, including through assistive technology.
502.3.6 Label Relationships	Partially Supports	Refer to Table 2 and Table 3 for explanations.

## Accessibility Conformance Report for Certiport Website

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 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	Supports	The product permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.

## Accessibility Conformance Report for Certiport Website

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	Partially Supports	Refer to Table 2 and Table 3 for explanations.
503.4.2 Audio Description Controls	Partially Supports	Refer to Table 2 and Table 3 for explanations.
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	Supports	Documentation lists and explains how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation	Partially Supports	Access to electronic support documentation is via the Certiport website. Site pages update frequently. A recent accessibility review of the website identified minor accessibility issues that do not impede access to support and will be addressed at republishing.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is available in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product support services include information about accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate the communication needs of individuals with disabilities.

## 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.