



# Pearson Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4)

**Name of Product/Version:** Internet Test Driver (ITD) for Microsoft

**Report Date:** 1/14/2022

**Product Description:** The Internet Test Driver (ITD) is a browser-based test driver created and maintained by Internet Testing Systems (ITS) a Pearson vendor partner. ITD is used with Microsoft exams at Pearson VUE. Since this driver is primarily used for IT certifications, test takers (candidates) are primarily higher education students and IT professionals seeking certifications.

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**Notes:** This report documents the accessibility conformance as of the date of this report.

**Evaluation Methods Used:** Evaluations were conducted by trained Accessibility Quality Assurance Engineers and included both automated and manual testing. Quality

Assurance Engineers who are native users of blindness technologies participated in the evaluation. Current testing was conducted on Windows 10 and macOS in the Chrome browser versions 81 and 84. Assistive technology used during the evaluation included JAWS 2020, VoiceOver, Windows 10 Magnifier, and a refreshable braille display.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	ITD supports text alternatives for non-text content, including controls, input, sensory content, and images. Exceptions: Active screen items do not relay sufficient information about simulated background interface to screen reader users.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	At the time of testing, no time-based media was in use.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	At the time of testing, no time-based media was in use.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	At the time of testing, no time-based media was in use.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	ITD uses a logical structure where information and relationships can be programmatically determined or are available in text.  Exceptions: The question tab is not scrollable, additional off-screen content is available.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	ITD presents content in a meaningful order.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	ITD does not rely on sensory information alone to convey meaning.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	ITD does not rely only on color coding to convey information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	At the time of testing, time-based media was not in use.
<a href="#">2.1.1 Keyboard</a> (Level A)	Does not Support	Core system functionality (edit fields, buttons, links, navigation controls) can be accessed using the keyboard.  Exceptions:

Criteria	Conformance Level	Remarks and Explanations
		<p>For lists in exam items, the keyboard Home and End keys are disabled.</p> <p>On Active Screen items, there is a screen reader announcement to use Control + Shift + A to read the full description, but this functionality does not announce a description.</p> <p>Navigation buttons cannot be accessed with the arrow keys, only via the Tab key. Pausing screen readers with the Control key on a navigation button unexpectedly selects the option.</p> <p>The Build List Reorder items are difficult for screen reader users to complete.</p> <p>When using VoiceOver with macOS in Active Screen items, using the up and down arrows without the VoiceOver keys on the combo boxes unexpectedly opens the list of options.</p> <p>The answer area inputs are difficult to choose an option, moving to the next option area clears the selected option.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	ITD does not have any keyboard traps.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	ITD does not use single-key shortcuts. Client-defined shortcut keys are not allowed to be single-key.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	ITD does not have any timed activities that require additional time.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	ITD does not use moving or blinking content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	ITD does not use flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially Supports	<p>ITD provides “skip to” links and content is contained within landmark regions.</p> <p>Exception:</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>When moving focus to the answer area with the down arrow, “region” is announced by screen readers instead of the statement text.</p> <p>Pages only include a main landmark region, though some content in the Answer Area of items incorrectly have landmark regions applied.</p>
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially Supports	<p>ITD supports page titles and detailed descriptions of pages/screens for screen reader interpretation.</p> <p>Exception:</p> <p>Some items are laid out with multiple untitled frames.</p>
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>ITD supports automatic and custom sequencing to ensure movement throughout the exam is meaningful and intuitive. Individual elements of the content and page can be sequenced.</p> <p>Exceptions:</p> <p>On loading a new item, focus is moved to the item text and skips over the item number.</p>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	ITD supports custom link text and text for screen reader interpretation on links.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	ITD does not require more than a single pointer for functionality within an exam
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	ITD allows users to undo functions after completion.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	UI elements containing text include the label in the name.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	Motion-based functionality is also supported in UI elements and can be disabled.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	ITD uses language attributes.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Elements in the exam do not change when they receive focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Changing the setting of any user interface component does not automatically cause a change of context.

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<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	ITD clearly identifies input errors.  Exception: For Short Answer items, the Check Syntax button works but does not move focus to the error message.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Input fields are clearly labeled, and clear instructions are given for user input.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	ITD conforms to proper markup semantics.  Exception: The Timer announces the time remaining incorrectly, lacks spacing between elements.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Form fields and primary item interactions are fully compliant and encoded with Name, Role, Value.  Exceptions: Assistive technology does not announce when menu items such as color schemes are changed. Tabs are announced as links and current or changed active tab is not announced by screen readers. When navigating radio buttons with Voiceover, not all information is announced, and the buttons cannot be selected.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	At the time of testing, no time-based media was in use.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	At the time of testing, no time-based media was in use.

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<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	The application supports display orientation on test center delivery systems.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	The purpose of input fields can be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	ITD has sufficient color contrast in its elements.
<a href="#">1.4.4 Resize text</a> (Level AA)	Does Not Support	<p>Some content has been found to overlap at magnification as low as 150%, making the content very difficult to read.</p> <p>The magnification feature allows zooming at incremental levels but zooming out skips immediately to the minimum magnification.</p>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	ITD does not include images of text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Does Not Support	<p>Content in ITD does not reflow properly and has loss of content or functionality when magnified.</p> <p>When magnified to 400%, some exam content reflows incorrectly or requires scrolling in two dimensions.</p> <p>Content is not always left aligned, causing large amounts of whitespace and horizontal scrolling.</p> <p>Content overlaps with magnification at zoom levels as low as 150%.</p>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	ITD supports 3:1 contrast ratio for non-text elements.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	ITD content uses adequate text spacing.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	ITD supports multiple ways to find pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Page headings and labels are meaningful.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	ITD uses language attributes.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	ITD uses consistent navigation across the application.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	ITD uses icons and buttons consistently across the application.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	ITD suggests fixes when users make errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	ITD reduces the risk of input errors and provides messaging where users can check their answers before saving the data.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	Status messages are promptly displayed or communicated to the user.

## Legal Disclaimer (Pearson)

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