CompTIA CertMaster (Simulations) Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: CertMaster Simulations

Report Date: May 2025

Product Description: CertMaster is CompTIA's learning platform. It delivers assessments and courseware, including our best-of-class IT simulations. It also provides tools for educators to manage and assess student learning. The CertMaster courses keep students engaged and allow them to monitor their progress. CertMaster is a flexible and cost-effective solution for IT education. This particular VPAT is for our lab simulations and does not contain the rest of the CertMaster functionality.

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Evaluation Methods Used: Live-user auditing was conducted for all criteria as it relates to WCAG 2.1 AA guidelines.

Applicable Standards/Guidelines:

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No)

Standard/Guideline	Included In Report

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.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content is presented correctly. However, there are instances of images not being correctly conveyed to screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	There are no known instances of audio-only or video-only, so there are no known accessibility issues.
1.2.2 Captions (Prerecorded) (Level A)	Supports	There are no issues regarding the reading order of the content unless otherwise noted in 1.2.2.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	There are no issues regarding audio descriptions.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most of the structures are marked up correctly. However, there are issues related to inappropriate or missing ARIA landmarks, and headings in illogical order.
1.3.2 Meaningful Sequence (Level A)	Supports	There are no issues regarding meaningful sequence of elements
1.3.3 Sensory Characteristics (Level A)	Supports	There are no known instances regarding sensory characteristics.

1.4.1 Use of Color (Level A)	Partially Supports	Most content does not rely on color as the only method to convey meaning. However, there are instances of color being used as the only means to indicate status.
1.4.2 Audio Control (Level A)	Supports	There are no known instances regarding audio control.
2.1.1 Keyboard (Level A)	Partially Supports	Most of the content was accessible for keyboard users. However there are instances regarding improper button markup that cause these elements to be inaccessible for keyboard users.
2.1.2 No Keyboard Trap (Level A)	Supports	There are no known instances of keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	There are no known instances regarding character key shortcuts
2.2.1 Timing Adjustable (Level A)	Supports	There are no known instances of timeouts, so no known accessibility issues.
2.2.2 Pause, Stop, Hide (Level A)	Supports	There are no known instances of auto-rotating components or animated elements that cannot be paused, stooped, or hidden.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no known instance of flashing content so there are no known accessibility issues.
2.4.1 Bypass Blocks (Level A)	Supports	There is no known instance regarding user ability to bypass blocks
2.4.2 Page Titled (Level A)	Supports	The title tags match the navigation link for the current page

2.4.3 Focus Order (Level A)	Supports	There are no known instances of elements receiving focus in illogical order.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most links explain their purpose correctly. However, there are instances of unlabeled or improperly labeled links.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	There are no known issues of functionality that requires multipoint or path based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	There are no known issues of functionality that does not allow for pointer cancellation.
2.5.3 Label in Name (Level A 2.1 only)	Supports	There are no known instances where the visible label does not match the accessible name.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	There are no known issues of functionality that can only be operated by device or user motion.
3.1.1 Language of Page (Level A)	Supports	The primary language of the app (English) is indicated in the lang attribute. There is no ability to translate languages programmatically so there are no known accessibility issues.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	There are no known components that change the page's context when they receive focus, so no known accessibility issues.
3.2.2 On Input (Level A)	Partially Supports	Most inputs do not cause content to change without notifying screen reader users. However there is an instance where users are not informed of content changes.
3.3.1 Error Identification (Level A)	Supports	There are no known instances where generated errors are not identified to screen reader users.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Most components are labeled and have instructions for users where applicable. However, there is a known instance where it is not clear to screen reader users how to interact with content.
4.1.1 Parsing (Level A)	Supports	There are no known instances regarding parsing.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most elements have correct names, roles and values. However, there are some instances of roles not being identified correctly or at all.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)	Supports	There is no known live audio content so there are no known accessibility issues.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	There were no known instances of video content where the information wasn't being fully conveyed through the audio track, so no known accessibility issues.
1.3.4 Orientation (Level AA 2.1 only)	Supports	There are no known instances of views being restricted to one orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	There are no known instances of issues of form fields not properly identifying their purpose where possible

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports	There are no known issues regarding color contrast minimums.
1.4.4 Resize text (Level AA)	Supports	There are no known instances of users being blocked from being able to resize text.
1.4.5 Images of Text (Level AA)	Supports	There are no known instances of images of text, so no known violations.
1.4.10 Reflow (Level AA 2.1 only)	Supports	There are no known instances of issues related to reflow.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	There are no known instances of insufficient color contrast for non-text elements.

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Criteria	Conformance Level	Remarks and Explanations
[1.4.12 Text Spacing](#) **(Level AA 2.1 only)**	Supports	There are no known instances of a loss of functionality or content when text spacing is adjusted.
[1.4.13 Content on Hover or Focus](#) **(Level AA 2.1 only)**	Supports	There are no known instances of content that is triggered by hover or focus that does not meet the requirements of being dismissible, hoverable, or persistent.
[2.4.5 Multiple Ways](#) **(Level AA)**	Supports	There are multiple ways for users to navigate the website.
[2.4.6 Headings and Labels](#) **(Level AA)**	Supports	There are no known instances regarding improper headings and labels.
[2.4.7 Focus Visible](#) **(Level AA)**	Supports	There are no known instances regarding invisible focus indicators.
[3.1.2 Language of Parts](#) **(Level AA)**	Supports	The primary language of the site (English) is indicated in the lang attribute. There is no ability to translate languages programmatically so there are no known accessibility issues.
[3.2.3 Consistent Navigation](#) **(Level AA)**	Supports	The navigation in the site occurs in the same relative order and is a consistent navigation experience.

Criteria	Conformance Level	Remarks and Explanations
[3.2.4 Consistent Identification](#) **(Level AA)**	Supports	Components with the same functionality are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Error suggestions are provided when errors are present
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	There are no known instances of errors related to legal, financial, or data information that do not meet the requirements of being reversible, checked, or confirmed.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	There are no known instances of 4.1.3 violations

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.

Criteria	Conformance Level	Remarks and Explanations

1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not Evaluated	This guideline was not evaluated during assessment.
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.2.3 No Timing (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.2.4 Interruptions (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	This guideline was not evaluated during assessment.
2.3.2 Three Flashes (Level AAA)	Not Evaluated	This guideline was not evaluated during

Criteria	Conformance Level	Remarks and Explanations
		assessment.

Criteria	Conformance Level	Remarks and Explanations
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Evaluated	This guideline was not evaluated during assessment.
2.4.8 Location (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.4.10 Section Headings (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
2.5.5 Target Size (Level AAA 2.1 only)	Not Evaluated	This guideline was not evaluated during assessment.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not Evaluated	This guideline was not evaluated during assessment.
3.1.3 Unusual Words (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
3.1.4 Abbreviations (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
3.1.5 Reading Level (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.

Criteria	Conformance Level	Remarks and Explanations
[3.1.6 Pronunciation](#) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
[3.2.5 Change on Request](#) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.

Criteria	Conformance Level	Remarks and Explanations
[3.3.5 Help](#) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.
[3.3.6 Error Prevention (All)](#) (Level AAA)	Not Evaluated	This guideline was not evaluated during assessment.

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