Mercer Mettl's Platform Candidate Experience Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:

Mercer Mettl's Platform Candidate Experience

Report Date:

11th October 2023

Product Description:

Mercer Mettl are the Global Leader in Talent Assessments. Mercer Mettl's Platform Candidate Experience interface is used by millions of students and candidates across Education, Corporates and Govt sectors to take online examinations, interviews, 360-degree surveys etc. This updated interface is one of the best in the market and as part of our commitment to provide an accessible experience, we are now approaching accessibility in two ways: compliance or standards-based approach and real-world accessibility.

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Notes:

BarrierBreak performed an accessibility audit for the Mercer Mettl's Platform Candidate Experience web application.

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)   Page 1 of 53

WCAG 2.1 Conformance Summary

The below table represents the conformance summary of success criteria at Levels A and AA.

Conformance Level	Supports	Partially Supports	Does not Support	Not Applicable
A	11	12	0	7
AA	5	10	0	5

Evaluation Methods Used:

A sample set of pages, modal dialogs, components and email templates were identified to perform the audit on RR General Testing, RR Single Page UI Testing and RR Urdu Testing platforms. Some question type pages such as "Database", " Scan QR Code" and "Codelysis" designed to be displayed on desktop browsers are not optimized for mobile browsing. As a result, the content of these pages do not reflow at 320*256 viewport size. Mercer Mettl plans to educate its customers about accessibility challenges associated with a question image and will advise them not to use such question image. Mercer Mettl plans to include recommendations for their customers to define secondary language programmatically using "lang" attribute to ensure assistive technologies can render the content accurately for their users.

Testing Environments:

- Windows 10 / Google Chrome / JAWS 2022
- Windows 10 / Mozilla Firefox / NVDA 2022
- Mac 11 / Safari / VoiceOver
- Windows 10 / Google Chrome / ZoomText 2022
- Windows 10 / Google Chrome / Dragon Naturally Speaking 15
- Android 11 / Android Phone / Google Chrome / TalkBack
- Android 11 / Android Tablet / Google Chrome / TalkBack
- iOS 15 / iPhone / Safari / VoiceOver
- iOS 15 / iPad / Safari / VoiceOver

Tools And Assistive Technologies:

- Automated tools
  - W3C Markup Validation service
  - Color contrast checker
- Code Inspection
- Keyboard-only interaction
- Screen readers
- Screen magnifier
- Speech recognition

Accessibility testers performed the test keeping WCAG 2.1 guidelines in mind.

A few random pages and components were tested using ZoomText and Dragon Naturally Speaking each. These results reflect the accessibility of a set of pages, modal dialogs, components and email templates. The following pages, modal dialogs, components and email templates were evaluated:

- Desktop:
    - Welcome
    - Welcome - All done. Ready to start?
    - Record your video
    - View your video
    - Verify Candidate
    - Setup your surroundings
    - Scan QR Code
    - Requesting Microphone and Webcam permission
    - Requesting Screen Share permission
    - Registration Details
    - Monitored Session
    - Instructions
    - The Compliance Test For New
    - Start Test
    - Database
    - MCQ Questions
    - MCA Questions
    - Case Study
    - Short Answer Type Question
    - Long Answer Type Questions
    - Typing Stimulator
    - Fill in the Blanks
    - Audio Questions
    - Video Questions

- Upload Type Questions
- MFC Questions
- MSQ Questions
- Code
- Diagram Type Questions
- Results
- Finish Test
- Excel Scratch Pad
- Chat
- Scientific Calculator
- Adjust Font Size
- Change Theme
- Revisit
- Flag Issue
- Questions
- Question Filter and Navigation
- Email Received
- Invitation Email
- 360 degree feedback invitation email
- 360 Degree Feedback - Nominate your feedback provider
- Mobile:
  - Welcome
  - Registration Details
  - Requesting Microphone and Webcam permission
  - Capture Face
  - Capture ID card
  - Start Test
  - Instructions
  - Fill in the Blanks

- MSQ Questions
- MCQ Questions
- MCA Questions
- Short Answer Type Question
- Long Answer Type Questions
- Finish Test
- Results
- Excel Scratch Pad
- Flag Issue
- Scientific Calculator
- Chat
- Revisit
- Adjust Font Size
- Change Theme
- Questions
- Question Filter and Navigation
- Email Received
- Invitation Email
- 360 degree feedback invitation email
- 360 Degree Feedback - Nominate your feedback provider

Third-party widgets, libraries and tools not evaluated:

- Lotti
- Grape city
- Zoho chat/team
- CKEditor
- react-bootstrap
- SchemaCrawler

- CodeMirror
- react-phone-input-2
- react-sliding-pane
- mxGraph
- react-sliding-input
- sliding-Input
- react-phone-input-2

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
	Level AA: Yes
	Level AAA: No
Web Content Accessibility Guidelines 2.1	Level A: Yes
	Level AA: Yes
	Level AAA: No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

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

Tables 1 and 2 also document conformance with:

- **EN 301 549:** Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- **Revised Section 508:** Chapter 5 – 501.1 Scope, 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.

Table 1: Success Criteria, Level A

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Many informative and functional images have accurate textual descriptions. Some informative and functional images either lack textual descriptions or do not have meaningful and accurate textual descriptions. Alternate way to answer is not provided for audio and video questions. Mercer Mettl will recommend its customers to provide an alternate way to answer the questions.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Partially Supports	Alternate way to answer is not provided for audio questions. Mercer Mettl will recommend its customers to provide an alternate way to answer the questions.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In case of video questions, captions are not provided for the prerecorded video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Not Applicable	Audio description or media alternative is not required for the prerecorded multimedia content.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Many headings are defined accurately to depict the content structure. However, a few headings are not defined programmatically to depict the content structure on Finish Test modal dialog in mobile browsers. A few related items are not grouped using list markup and thereby fail to convey the relationship to assistive technology users in desktop browsers. Instructions are not programmatically associated with a few radio buttons and checkboxes. A few radio buttons are grouped incorrectly on MSQ Question page. A tabular content is structured incorrectly on Welcome - All done. Ready to start? page in desktop browsers.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of the information is presented in a correct sequence through code to ensure that it can be accessed in a logical order by assistive technologies, such as screen readers. Custom drop-down options are not presented in the correct sequence through code on 360 Degree Feedback - Nominate your feedback provider page.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Important instructions to access the application content are not presented using sensory characteristics, such as size, shape, sound and so on.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Color is not used as the only visual means of indicating an action, prompting a response, or distinguishing a visual element for some of the content. However, color alone is used to convey some information about progress, selected ratings, word limit and selected state of interactive elements.
1.4.2 Audio Control (Level A) Also applies to:	Not Applicable	Audio content that plays automatically is not present.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most interactive elements are keyboard operable. Drag and drop functionality is not keyboard operable on MFC Questions page in desktop browsers. Carousel controls are not keyboard operable on Welcome page in Safari on iPad.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web)	Supports	User's keyboard focus does not get trapped while interacting with the application and they can easily navigate between different interactive elements.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Character key shortcuts are not defined for interactive elements.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Partially Supports	The application is time dependent. Since the application is a test, it is acceptable for it to be time dependent. However, the Feedback form is time dependent and no option is available to extend the time limit.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Moving, blinking and auto-updating content is not present.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Not Applicable	Flashing and flickering content is not present.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Headings are defined on all pages to help users bypass repetitive elements and access the main content quickly.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Partially Supports	Descriptive titles are provided for some pages. Identical title is provided for question pages.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Keyboard users can navigate between different elements in a meaningful and sequential order. Screen reader focus moves to the beginning of the page on activating "Chat now" button incorrectly in mobile browsers. ==A hidden interactive element receives the keyboard focus on Video Questions page in desktop browsers.==
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Links have unique and descriptive text that clearly describes their destination target.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Functionality dependent on multipoint or path-based gestures is not present.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Functionality of all the interactive elements is triggered on up-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool)	Supports	Accessible names of the user interface controls match with their visual labels.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Functionality that requires device motion or user motion is not present.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Primary language is defined programmatically.
3.2.1 On Focus (Level A) Also applies to:	Supports	When any component receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When a user inputs any data, it does not initiate a change of context.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web)	Partially Supports	Most of the error messages are defined programmatically and identified for assistive technology users. However, the error message is defined incorrectly and not identified by the screen reader on Scan QR Code page in desktop browsers.

Criteria	Conformance Level	Remarks and Explanations
• 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels and instructions are provided for the form controls.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software)	Supports	As per the latest update, this Success Criterion is considered as always satisfied for WCAG 2.0 and 2.1. For more information refer the notes on the understanding page. (https://www.w3.org/WAI/WCAG21/Understanding/parsing.html)

Criteria	Conformance Level	Remarks and Explanations
• 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Many custom controls have name, role and value defined programmatically. Role is defined incorrectly for carousel controls on Welcome page. State is either not defined or defined incorrectly for some custom controls. A few dynamically updating content is inaccessible for screen reader users. Drag and drop functionality is inaccessible for screen reader users on MFC Questions page in desktop browsers. Data table content is not available for screen reader users on 360 Degree Feedback - Nominate your feedback provider page in Safari browser. Custom drop-down options are not announced by the screen reader on 360 Degree Feedback - Nominate your feedback provider page in Safari browser on Mac.

Table 2: Success Criteria, Level AA

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Live multimedia content is not present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Not Applicable	Audio description is not required for the prerecorded multimedia content.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	All the pages support device orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The purpose of some input fields that collect user information is programmatically defined. The purpose of a few input fields is defined incorrectly on Registration Details page.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software)	Partially Supports	Sufficient color contrast is used to display most of the textual content. However, color contrast for a few textual content is insufficient.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Some text can be resized up to 200 percent without loss of content or functionality. Many content is not available with browser's zoom turned on.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Partially Supports	Plain text is used to convey the information for most of the content. However, images of text are used to convey the information for a few content in desktop browsers.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	When content is reflowed, some content and functionality are available for low vision users. Some content fail to reflow.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Sufficient color contrast is used to display many informative and functional images as well as user interface controls. Color contrast of some informative as well as functional images, form controls and keyboard focus indicator of some interactive elements is insufficient.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web)	Partially Supports	When text spacing styles are applied, users can access most of the content and functionality with ease. However, a few content gets overlapped and cut-off on applying text spacing styles.

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Content on hover or focus is not present.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Not Applicable	Since the application pages are part of a test process, multiple ways to locate a page are not required.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	All the heading text and most form control labels are unique and descriptive. <mark>Inappropriate label is provided for an input field on Fill in the Blanks page in desktop browsers.</mark>
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	On screen focus indicator is clearly visible for many interactive elements. Focus is not visible for some interactive elements.

Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.2 (Web)
   • 10.3.1.2 (Non-web document)
   • 11.3.1.2 (Open Functionality Software) – Does not apply
   • 11.3.1.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Content in secondary language is not present.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.3 (Web)
   • 10.3.2.3 (Non-web document) – Does not apply
   • 11.3.2.3 (Open Functionality Software) – Does not apply
   • 11.3.2.3 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	A consistent navigation mechanism is used across the tested pages.

3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Supports	Elements with identical functionality are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Error messages are descriptive.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document)	Supports	Users are prompted to confirm their answers when they try to submit the answers.

Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Some status and most of the error messages are defined programmatically and identified for assistive technology users. However, the error message is defined incorrectly and not identified by the screen reader on Scan QR Code page in desktop browsers.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

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

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The web application features allow people without vision to use screen readers to interact with user interface elements. Some components misidentify the name, role and state of interactive elements as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.2.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2 and Table 2: 2.4.6, 3.1.2.
302.2 With Limited Vision	Partially Supports	The web application features allow people with limited vision to access the interface elements. Some challenges may occur while accessing the web application as disclosed in Table 1: 1.4.1, 2.1.1, 2.2.1, 2.4.3 and Table 2: 1.4.3, 1.4.4, 1.4.5, 2.4.7.
302.3 Without Perception of Color	Partially Supports	The web application features allow people without perception of color to access most of the content and functionality. Some challenges of color alone being used to convey information and insufficient color contrast are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3.
302.4 Without Hearing	Partially Supports	The web application features allow people without hearing to access most of the

Criteria	Conformance Level	Remarks and Explanations
		content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.2.1 and 1.2.2.
302.5 With Limited Hearing	Partially Supports	The web application features allow people with limited hearing to access most of the content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.2.1 and 1.2.2.
302.6 Without Speech	Partially Supports	The web application features allow people without speech to access most of the content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.1.1.
302.7 With Limited Manipulation	Partially Supports	The web application features can be operated by people with limited manipulation. Some challenges may occur while accessing the web application as disclosed in Table 1: 2.1.1, 2.2.1, 2.4.3 and Table 2: 2.4.7.
302.8 With Limited Reach and Strength	Partially Supports	The web application features can be operated by people with limited reach and strength. Some challenges may occur while accessing the web application as disclosed in Table 1: 2.1.1, 2.2.1, 2.4.3 and Table 2: 2.4.7.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The web application features can be operated by people with limited language, cognitive and learning abilities. A few

Criteria	Conformance Level	Remarks and Explanations
		challenges may occur while accessing the web application as disclosed in Table 1: 2.2.1 and Table 2: 3.1.2.

Chapter 4: Hardware

Notes: Mercer Mettl's Platform Candidate Experience is not hardware and thus, all the requirements of this section are not applicable.

Chapter 5: [Software](#)

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.1](#) section Refer to Table 1: 1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.2.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2. Table 2: 1.4.3, 1.4.4, 1.4.5, 2.4.6, 2.4.7, 3.1.2.	See information in WCAG 2.1 section
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	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.2 Modification of Object Information	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.3 Row, Column, and Headers	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.4 Values	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.5 Modification of Values	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.6 Label Relationships	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.7 Hierarchical Relationships	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.9 Modification of Text	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.10 List of Actions	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.11 Actions on Objects	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.12 Focus Cursor	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.3.14 Event Notification	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
502.4 Platform Accessibility Features	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Mercer Mettl's Platform Candidate Experience permits user preferences from platform settings.
503.3 Alternative User Interfaces	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
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	In case of video questions, captions are not provided for the prerecorded video.
503.4.2 Audio Description Controls	Not Applicable	Audio description is not required for the multimedia content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.
504.3 Prompts	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.
504.4 Templates	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: Support documentation and services of Mercer Mettl's Platform Candidate Experience are not a part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	Accessibility and compatibility features are not a part of the accessibility review.
602.3 Electronic Support Documentation	Not Applicable	Electronic support documentation is not part of the accessibility review.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Alternate formats are not part of the accessibility review.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Information on accessibility and compatibility features is not part of the accessibility review.
603.3 Accommodation of Communication Needs	Not Applicable	Accommodation of communication needs is not part of the accessibility review.

EN 301 549 Report

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Chapter 4: [Functional Performance Statements](#) (FPS)

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The web application features allow people without vision to use screen readers to interact with user interface elements. Some components misidentify the name, role and state of interactive elements as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.2.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2 and Table 2: 2.4.6, 3.1.2, 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	The web application features allow people with limited vision to access the interface elements. Some challenges may occur while accessing the web application as disclosed in Table 1: 1.4.1, 2.1.1, 2.2.1, 2.4.3 and Table 2: 1.3.5, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 2.4.7.
4.2.3 Usage without perception of colour	Partially Supports	The web application features allow people without perception of color to access most of the content and functionality. Some challenges of color alone being used to convey information and insufficient color contrast are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3, 1.4.11.

Criteria	Conformance Level	Remarks and Explanations
4.2.4 Usage without hearing	Partially Supports	The web application features allow people without hearing to access most of the content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.2.1 and 1.2.2.
4.2.5 Usage with limited hearing	Partially Supports	The web application features allow people with limited hearing to access most of the content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.2.1 and 1.2.2.
4.2.6 Usage with no or limited vocal capability	Partially Supports	The web application features allow people with no or limited vocal capabilities to access most of the content and functionality. A few challenges may occur while accessing the web application as disclosed in Table 1: 1.1.1.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The web application features can be operated by people with limited manipulation or strength. Some challenges may occur while accessing the web application as disclosed in Table 1: 2.1.1, 2.2.1, 2.4.3 and Table 2: 1.3.5 and 2.4.7.
4.2.8 Usage with limited reach	Partially Supports	The web application features can be operated by people with limited reach. Some challenges may occur while accessing the web application as disclosed in Table 1: 2.1.1, 2.2.1, 2.4.3 and Table 2: 1.3.5 and 2.4.7.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	The web application does not include any content that triggers photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The web application features can be operated by people with limited language, cognitive and learning abilities. A few challenges may occur while accessing the web application as disclosed in Table 1: 2.2.1 and Table 2: 1.3.5, 3.1.2.
4.2.11 Privacy	Supports	The web application features respect the privacy of assistive technology users.

Chapter 5: Generic Requirements

Notes: Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.4 Speech output user control	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.8 Masked entry	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.11 Private listening volume	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.12 Speaker volume	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.13 Volume reset	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive

Criteria	Conformance Level	Remarks and Explanations
		technologies and is, therefore, not subject to the closed functionality.
5.1.3.14 Spoken languages	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.7 Access without speech	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive

Criteria	Conformance Level	Remarks and Explanations
		technologies and is, therefore, not subject to the closed functionality.
5.2 Activation of accessibility features	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.3 Biometrics	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.6.2 Visual status	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive

Criteria	Conformance Level	Remarks and Explanations
		technologies and is, therefore, not subject to the closed functionality.
5.7 Key repeat	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.8 Double-strike key acceptance	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.9 Simultaneous user actions	Not Applicable	Mercer Mettl's Platform Candidate Experience supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Mercer Mettl's Platform Candidate Experience is not an ICT with Two-Way Voice Communication and thus, all the requirements of this section are not applicable.

Chapter 7: ICT with Video Capabilities

Notes: Mercer Mettl's Platform Candidate Experience is not an ICT with Video Capabilities and thus, all the requirements of this section are not applicable.

Chapter 8: Hardware

Notes: Mercer Mettl's Platform Candidate Experience is not hardware and thus, all the requirements of this section are not applicable.

Chapter 9: Web *(see WCAG 2.1 section)*

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

Chapter 10: Non-Web Documents

Notes: Mercer Mettl's Platform Candidate Experience is not a Non-Web document and thus, all the requirements of this section are not applicable.

Chapter 11: Software

Notes: Applicable for a sample set of pages, modal dialogs, components and email templates.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section Refer to Table 1: 1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.2.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2. Table 2: 1.3.5, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 2.4.6, 2.4.7, 3.1.2, 4.1.3.	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an assistive technology.
11.5.2.5 Object information	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.6 Row, column, and headers	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.7 Values	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.8 Label relationships	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.10 Text	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.11 List of available actions	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.12 Execution of available actions	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.15 Change notification	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.16 Modifications of states and properties	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.5.2.17 Modifications of values and text	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.6.2 No disruption of accessibility features	Not Applicable	Mercer Mettl's Platform Candidate Experience is not a platform software.
11.7 User preferences	Supports	Mercer Mettl's Platform Candidate Experience permits user preferences from platform settings.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.
11.8.5 Templates	Not Applicable	Mercer Mettl's Platform Candidate Experience is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes: Support documentation and services of Mercer Mettl's Platform Candidate Experience are not a part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	Accessibility and compatibility features are not part of the accessibility review.
12.1.2 Accessible documentation	Not Applicable	Accessible documentation is not part of the accessibility review.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	Information on accessibility and compatibility features is not part of the accessibility review.
12.2.3 Effective communication	Not Applicable	Information on effective communication is not part of the accessibility review.
12.2.4 Accessible documentation	Not Applicable	Accessible documentation is not part of the accessibility review.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Mercer Mettl's Platform Candidate Experience is not an ICT Providing Relay or Emergency Service Access and thus, all the requirements of this section are not applicable.

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