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Web Delivery Accessibility Statement

For Release 26.1

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Context

At Surpass Assessment, our mission is to **enable all learners to achieve their full educational potential**. With this in mind, we aim to provide software which is user-friendly and inclusive to as many people as possible, regardless of ability.

Measures to support accessibility

Surpass takes the following measures to ensure accessibility of Web Delivery.

- Ensure accessibility is a key part of the development lifecycle.
- Consider accessibility when evaluating third-party tools.
- Test for accessibility issues prior to product releases (including using assistive technology software).
- Cross-platform testing (primarily Windows focused).
- Maintain an up-to-date accessibility statement.
- Regular consultations with the Digital Accessibility Centre (DAC).
- Ensure staff know who to contact for accessibility-related questions or issues.

Web Delivery assists candidates who require customised text presentation by supporting key WCAG criteria and allowing them to use their preferred settings through third party browser extensions.

Foreground and background colours can also be customised using the Colour Preferences panel, either by the candidate during a test or configured in advance.

To provide the best experience for candidates, authors are encouraged to review [our help site content](#) for guidance on authoring and setting up accessible tests.

Conformance status

Surpass Web Delivery is fully conformant with the Web Content Accessibility Guidelines (WCAG) 2.2 level AA for tests using common, high-impact features.

Surpass Web Delivery is partially conformant for tests which use certain low-impact features. These non-compliances can be found in this report (see [Known Accessibility Issues](#)).

Web Delivery also meets a substantial number of AAA success criteria across the four WCAG principles of Perceivable, Operable, Understandable, and Robust, provided that tests are authored using accessibility best practices.

Note: Custom Question Types (CQT) are not included in this report. CQTs are separate plug-ins for Surpass, developed to customer specifications, with accessibility addressed during their development as per the requirements of the individual customer.

Compatibility with browsers and assistive technology

Surpass Web Delivery is compatible with a wide range of operating systems and browsers. Our primary testing focus is on Windows OS with Chromium based browsers, other environments — including Chrome OS, macOS, and iPadOS — are also supported.

Web Delivery also supports a broad variety of assistive technologies. We explicitly test using JAWS, NVDA, Dragon and Windows Magnifier. As we follow WCAG design principles, other accessibility tools such as ChromeVox and VoiceOver will also operate effectively, but we advise users to fully test their exam programme with their required accessibility tools as part of their implementation.

Notes for Credentialing boards and Awarding Organisations

Credentialing boards and Awarding Organisations need to consider striking the right balance between interaction capabilities and accessibility support based on their individual program needs. For programs requiring the highest level of accessibility, we provide the following recommendations:

Recommendations for programs requiring optimal accessibility

Surpass allows a variety of options for test construction, some options are more accessible than others. As such Surpass recommends the following.

- Ensure that checkboxes are switched on in Test Profile settings. This ensures that Either/Or, MCQ and MRQ items have visible checkboxes for candidates.
- Disable strikethrough & highlight options in Test Profile settings. This option requires the candidate to right click on content & this option is not always available in some accessibility scenarios.
- Opting to not use the Hotspot question type. Due to the visual nature of this question type, authors may wish to consider other question types.
- Users viewing MathML (equations) content via NVDA screen reader software should also download Math Player 4. This is due to a limitation with NVDA & MathML.
- When creating media content, ensure a transcript is provided (e.g. via source material). Some users may require a video with embedded captions and/or an audio description.

Known accessibility issues

Issue	WCAG Criteria	Notes
The 'Frame rate' and 'Speed' functions in the media player are not fully accessible via the keyboard.	2.1.1 Keyboard (A)	This is due to a limitation of third-party software. This may get resolved in a future release.
The 'Insert Formula' function on the notepad tool has buttons which are missing an accessible name.	4.1.2 Name, Role, Value (A)	This will be addressed in a future release.

Some controls have missing or incorrect ARIA roles, states or properties in PDF source material.	4.1.2 Name, Role, Value (A)	This will be addressed in a future release.
Some controls overlap when high levels of zoom are used in the media player.	1.4.10 Reflow (AA)	This is due to a limitation of third-party software. This may get resolved in a future release.
Some elements get focused but are not visible on the page in PDF source material.	2.4.7 Focus Visible (AA)	This will be addressed in a future release.

The following issues do not constitute WCAG failures but are usability considerations, included here for transparency.

Issue	WCAG Criteria	Notes
Voice activation users need to use keyboard commands to operate Select from a List items	-	Voice activation users can use keyboard commands to achieve the same functionality.
Due to the visual nature of the calliper and protractor tools they may not be suitable for candidates who have visual disabilities.	-	Authors are encouraged to provide an alternative for these users.
Some modals in Test/Section feedback have a positive tabindex which may be confusing for keyboard users.	-	This is due to a limitation of third-party software. This may get resolved in a future release.
Some landmarks are missing a unique name in PDF source material.	-	This will be addressed in a future release.
Focus is not always properly managed in PDF source material.	-	This will be addressed in a future release.

Feedback

Surpass Assessment are always looking to improve the accessibility of our products. If you find any problems in Web Delivery not listed on this page, or think we are not meeting accessibility requirements, please contact: support@surpass.com.

Technical information

Surpass Assessment is committed to making Web Delivery accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Preparation of this accessibility statement

The above report has been carried out internally by Surpass. The audit process comprises four strands of testing:

1. Automated testing (where appropriate)
2. Expert Review (technical compliance)
3. User testing with assistive technologies
4. External consultancy with Digital Accessibility Centre (DAC)

The Website Accessibility Conformance Evaluation Methodology (WCAG-EM) approach was used to decide on a sample of pages to test.

This statement was last edited in April 2026. It will be reviewed after each new release.

Surpass

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