

HireVue Accessibility Statement

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Overview

HireVue is committed to digital accessibility for our candidates and users.

HireVue takes the following measures to ensure accessibility of our platform and services:

- Provide continual accessibility training for our teams, especially our development and quality assurance teams
- Partner with 3rd-party experts to provide ongoing consultation, support, spot checks, formal audit testing, and documentation
- Remediate issues reported in audits by prioritizing candidate-facing and high severity concerns for continuous improvement
- Include accessibility reviews in our design and development processes

Our Accessibility Standard

The HireVue platform is measured against the [Web Content Accessibility Guidelines \(WCAG\) version 2.1 level AA](#) as stated in our most recent Voluntary Product Accessibility Templates (“VPAT”).

These guidelines are published by the World Wide Web Consortium (W3C) and outline specific testing criteria to evaluate the accessibility of a digital experience. Version 2.1 and level AA are the most commonly recommended targets for most companies and used by federal agencies to align with Section 508 compliance requirements.

HireVue publishes a VPAT for each application in their platform as outlined in the Audit Summary section of this statement.

It is important to note that each VPAT represents the most recent third party audit results and is only a snapshot in time. Improvements are constantly made to further our conformance in between formal audits. In most cases progress has been made toward conformance that is not captured in the current VPAT.

See links to our latest VPATs in tables 1 through 6 in the Audit Summary section for detailed results from each audit.

Audit Summary

We conduct 15 unique audits — 13 bi-annually with our partner, Level Access, plus 2 bi-annual HireVue led audits. This helps to break the remediations into manageable chunks of work and offer more digestible reporting of our conformance with the WCAG 2.1 AA standard.

The list below summarizes the breakdown of our platform into 15 audits. See tables 1 through 6 for more details.

Complete audit list:

On Demand Video Interviewing - Level Access audit

1. Mobile Browser
2. Desktop Browser
3. iOS
4. Android

Live Video Interviewing - Level Access audit

5. Desktop Browser
6. iOS

7. Android

CodeVue Technical Assessment - Level Access audit

8. Desktop Browser

Hiring Assistant - Level Access audit

9. Desktop and Mobile Browser

Evaluator - Level Access audit

10. Desktop Browser

11. iOS

12. Android

Recruiter - Level Access audit

13. Desktop Browser

Reporting - HireVue audit

14. Desktop Browser

Coordinate - HireVue audit

15. Desktop and Mobile Browser

The audit scope and frequency is determined by candidate and user activity in our platform and applications. We prioritize the remediation of candidate-facing applications and high-severity issues.

This testing schedule was established in June 2020 and is expected to take up to 3 years to complete spot checks, audits, and documentation. This process will provide transparency on how accessible the complete HireVue platform is and does not guarantee that we will have remediated all issues within this timeframe.

We will continue to invest in training and internal process improvements to address digital accessibility as an ongoing initiative as we continually update our platform and applications.

For all desktop browser testing we use the following combinations of screen reader and web browser:

1. JAWS and Chrome
2. NVDA and Chrome

3. NVDA and Firefox

For all mobile testing we use the following combinations of assistive technology and web browser:

1. VoiceOver and Safari (iOS)
2. VoiceOver and Chrome (iOS)
3. Talkback and Chrome (Android)

For our browser version requirements please see our [technical requirements documentation](#).

Table 1

ON DEMAND VIDEO INTERVIEWING - CANDIDATE EXPERIENCE

Application	Platform	Audit Frequency and Scope	Latest VPAT
On Demand	Desktop Browser	Bi-annual 23 Modules 4 Use Cases	August 2021
	Mobile Browser	Annual 20 Modules 3 Use Cases	November 2021
	Native App (iOS)	Bi-annual	Upcoming 2022
	Native App (Android)	Bi-annual	Upcoming 2022

Table 2

LIVE VIDEO INTERVIEWING - CANDIDATE AND USER EXPERIENCE

Application	Platform	Audit Frequency and Scope	Latest VPAT
Live	Desktop Browser	Bi-annual	September 2022
	Native App (iOS)	Bi-annual	September 2022
	Native App (Android)	Bi-annual	September 2022

Table 3

CODE VUE TECHNICAL ASSESSMENT - CANDIDATE AND USER EXPERIENCE

Application	Platform	Audit Frequency and Scope	Latest VPAT

CodeVue	Desktop Browser	Bi-annual 12 Modules 4 Use Cases	December 2021
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Table 4

HIRING ASSISTANT - CANDIDATE AND USER EXPERIENCE

Application	Platform	Audit Frequency and Scope	Latest VPAT
HHA	Desktop and Mobile Browsers	Bi-annual 11 Modules 4 Use Cases	Upcoming 2023

Table 5

USER EXPERIENCE (EVALUATOR AND RECRUITER)

Application	Platform	Audit Frequency and Scope	Latest VPAT
Evaluator*	Desktop Browser	Bi-annual 18 Modules 3 Use Cases	March 2021
	Native App (iOS)	Bi-annual	Upcoming 2023
	Native App (Android)	Bi-annual	Upcoming 2023
Recruiter*	Desktop Browser	Bi-annual 26 Modules 6 Use Cases	Upcoming 2023

**Evaluator experience includes all evaluation activities after an interview is completed. Recruiter experience includes all activities involving creating, managing, and scheduling the interview workflow and managing candidates.*

Table 6

USER EXPERIENCE (REPORTING AND SCHEDULING)

Application	Platform	Audit Frequency and Scope	Latest VPAT
Reporting	Desktop Browser	Bi-annual HireVue	Upcoming 2023
Coordinate	Desktop Browser	Bi-annual HireVue	Upcoming 2023

Our Third-Party Accessibility Partners

HireVue has partnered with Level Access to provide ongoing training and resources, ongoing consultation, spot checks, formal audits, and VPAT documentation. Previous partnerships also include the Bureau of Internet Accessibility to audit and provide a VPAT for our On Demand Candidate Mobile Applications in 2020.

Ongoing Training

In establishing our accessibility process for HireVue we are committed to providing general accessibility training to our company annually. In addition, specific annual training will be required by our HireVue front-end developers and quality assurance teams on accessibility standards and best practices. Supplemental training, updates and reinforcements will be held as appropriate.

Frequently Asked Questions (FAQ)

Is there a target date for HireVue to complete accessibility work?

Accessibility will always be a part of our design and development process so there will never be a target completion date. We will continue to publish VPATs at regular intervals to document our conformance publicly.

Is HireVue compatible with screen readers?

Yes. We test for compatibility with JAWS, NVDA, VoiceOver, and TalkBack and will continue to optimize the user experience as outlined in the VPATs for each audit.

Is accessibility the same as an accommodation?

No. Accessibility refers to how usable a digital environment is by various users, specifically those with disabilities. Accommodations are requirements under the law granted by an employer or potential employer to candidates and employees.

How do WCAG standards relate to Section 508 (US), ADA (US), EAA (EU), DDA (Australia) and other similar legal requirements?

The WCAG standards are published by the World Wide Web Consortium (W3C), an international community that develops open standards to ensure the long-term growth of the Web. These standards are generally recognized for digital accessibility requirements for the software industry throughout the world.

[Section 508 is from the Workforce Rehabilitation Act](#) and requires that the Web sites of federal agencies in the United States and all electronic and information technology (EIT) developed or purchased by the federal government be accessible to people with

disabilities. Revised 508 standards reference WCAG 2.0 A and AA or better as the recognized standard for accessibility practices.

The [Americans with Disabilities Act \(ADA\)](#) is a civil rights law in the United States that prohibits discrimination based on disability. The ADA does not specify a formal standard under the law, but courts have found that compliance with WCAG provides reasonable accessibility for digital experiences.

The European Union (EU) has adopted the European Accessibility Act (EAA) and the [European Web Accessibility Directive](#) for its Member States to improve accessibility standards. The digital directive references WCAG 2.1 AA standard as the minimum level of compliance for public entities.

There are many other similar legal requirements in other countries that reference the WCAG as an acceptable standard including the Disability Discrimination Act (DDA) in Australia and the Accessible Canada Act in Canada.

Does HireVue audit their assessments for accessibility?

Yes. We audit our applications which facilitate assessments (On Demand, for example).

The only exceptions are game-based assessments (GBA). We are exploring ways to make them more accessible to more populations before conducting a third-party audit.

To learn more about our research on candidates with autism taking game-based assessments, please read [Examining the Use of Game-Based Assessments for Hiring Autistic Job Seekers](#). The authors found that the autistic candidates scored the same as general graduate applicants when taking a HireVue game-based assessment.

Does HireVue provide captioning or transcriptions of video content?

Our ongoing accessibility efforts involve researching captioning and transcription tools and alternatives for our customers until we can find and implement the right scalable solution on our platform.

Some of our customers are currently providing this service to candidates using a third party captioning service. We also have customers that use software applications and web browsers that offer captioning as a built-in service such as [Live Caption](#) in Google Chrome.

We also recommend that our customers include captioning in their intro, outro, and interview question videos for candidates during the interview or assessment experience. For the evaluation experience we recommend using translators or transcription services internally as needed.

Feedback

We welcome your feedback on HireVue's accessibility and how to make our platform as accessible as possible. Please let us know if you encounter any accessibility barriers:

E-mail: accessibility@hirevue.com

Responses will normally be provided within 5 business days.

Disclaimer

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