Accessibility Skills Hiring Toolkit

Product Owner/Manager

Interview questions adapted from the Accessibility Interview Questions open source resource,
scottaohara.github.io/accessibility_interview_questions

Document last updated November 12, 2020

Position Description Language

Responsibilities

The Product Owner/Manager defines and manages the production of digital products.

The Product Owner/Manager ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Apply user-centered and inclusive design practices to product development
- Prioritize accessibility when designing, developing, and managing digital products
- Manage accessibility as a compliance-level concern in product development
- Require support for accessibility in development resources, e.g., frameworks, code libraries, design systems

Qualifications

Required: Applicants for the Product Owner/Manager role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)
- Knowledge of WCAG 2.1 AA requirements
- Experience producing products that require compliance with non-functional requirements (e.g., security, privacy) including accessibility
- Experience applying user-centered design methods to product development
- Experience advocating for accessibility in digital products (e.g., with leadership, development teams)

Preferred: Applicants with the following qualifications will be preferred:

- Experience engaging with people with disabilities in research and design activities
- Experience using diverse personas to influence product design

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience producing products that require compliance with non-functional requirements (e.g., security, privacy) including accessibility	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. Describe at least five disability etiquette tips every manager should know.	

teach access

Question	Response/Comments
7. How would you convince leadership to allocate funds to do an accessibility external audit?	
Comments:	

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	
6. What is WCAG?	

Question	Response/Comments
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience producing products that require compliance with non-functional requirements (e.g., security, privacy) including accessibility	
9. How do you see accessibility fitting into your role in the organization?	
10. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
11. Describe at least five disability etiquette tips every manager should know.	
12. How would you convince leadership to allocate funds to do an accessibility external audit?	
Experience applying user-centered design methods to product development	

teach access

Question	Response/Comments
13. Describe your experience with applying user-centered design methods to product development.	
Experience advocating for accessibility in digital products (e.g., with leadership, development teams)	
14. Describe a situation where a coworker may have been resistant to accessibility or inclusive design best practices.	
15. How were you able to work with them to mitigate such issues?	
16. What sort of strategies do you use in situations like these to help educate coworkers?	
Experience engaging with people with disabilities in research and design activities	
17. How have you engaged users with disabilities in providing feedback throughout the development process?	
Experience using diverse personas to influence product design	
18. Describe how you use personas in product design and development.	

Question	Response/Comments
19. How do you represent diverse perspectives and needs in personas, including accessibility needs?	
Comments:	

Accessibility Skills Hiring Toolkit

Project Manager

Position Description Language

Responsibilities

The Project Manager manages product development activities.

The Project Manager ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Include accessibility activities in project timelines and milestones
- Include accessibility evaluation in product testing (e.g., usability testing, use case tests)
- Support the development team in prioritizing accessibility in product development

Qualifications

Required: Applicants for the Project Manager role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)
- Knowledge of WCAG 2.1 AA requirements
- Experience managing projects that require compliance with non-functional requirements (e.g., security, privacy) including accessibility
- Experience incorporating accessibility into product development methodologies

Preferred: Applicants with the following qualifications will be preferred:

- Experience engaging with people with disabilities in research and design activities
- Experience managing projects without resorting to an accessibility backlog

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience managing projects that require compliance with non-functional requirements (e.g., security, privacy) including accessibility	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. Describe at least five disability etiquette tips every manager should know.	

Question	Response/Comments
7. How would you convince leadership to allocate funds to do an accessibility external audit?	
Comments:	

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	
6. What is WCAG?	

Question	Response/Comments
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience managing projects that require compliance with non-functional requirements (e.g., security, privacy) including accessibility	
9. How do you see accessibility fitting into your role in the organization?	
10. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
11. Describe at least five disability etiquette tips every manager should know.	
12. How would you convince leadership to allocate funds to do an accessibility external audit?	
Experience incorporating accessibility into product development methodologies	

teach access

Question	Response/Comments
13. When is the best time during a project to work on product accessibility?	
14. What is the difference between automated and manual accessibility testing?	
15. Who is responsible for ensuring the accessibility of products and services?	
16. Describe the impact of product procurement on the overall project life cycle.	
17. How have you incorporated accessibility into your project management activities?	
18. How have you measured the overall accessibility health of a project?	

Question	Response/Comments
19. Describe a project in which you built accessibility into the overall project life cycle. What were key milestones for accessibility? Which project roles were impacted?	
20. Which communities do you engage with when your team is struggling to find a fix to an accessibility issue?	
Experience engaging with people with disabilities in research and design activities	
21. How have you engaged users with disabilities in providing feedback throughout the development process?	
Experience managing projects without resorting to an accessibility backlog	
22. Describe how you would prioritize accessibility issues that need to be addressed.	

Question	Response/Comments
Comments:	

Accessibility Skills Hiring Toolkit

UX/Visual Designer

Interview questions adapted from the Accessibility Interview Questions open source resource,
scottaohara.github.io/accessibility_interview_questions

Document last updated November 12, 2020

Position Description Language

Responsibilities

The UX/Visual Designer creates visual designs and communicates visual design requirements.

The UX/Visual Designer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Create visual designs with accessibility in mind

- Incorporate accessibility requirements into design documents and specifications

- Partner with colleagues and team members to prioritize accessibility in visual designs

Qualifications

Required: Applicants for the UX/Visual Designer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion

- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)

- Knowledge of WCAG 2.1 AA requirements

- Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)

- Experience creating visual designs that meet accessibility guidelines, including use of color and color contrast requirements

- Experience creating layouts that adapt to changes in text size and format, and different viewing modes, such as high-contrast mode

- Experience designing layouts that are accessible and responsive

Preferred: Applicants with the following qualifications will be preferred:

- Experience articulating and incorporating accessibility requirements into visual design documents and specifications

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience creating visual designs that meet accessibility guidelines, including use of color and color contrast requirements	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	

Question	Response/Comments
7. Explain the importance of color contrast in designing for inclusion.	

Comments:

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	

Question	Response/Comments
6. What is WCAG?	
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)	
9. Describe appropriate instances to use a link, versus a generic button, versus a submit button.	
Experience creating visual designs that meet accessibility guidelines, including use of color and color contrast requirements	
10. How do you see accessibility fitting into your role in the organization?	
11. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	

teach access

Question	Response/Comments
12. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	
13. Explain the importance of color contrast in designing for inclusion.	

Experience creating layouts that adapt to changes in text size and format, and different viewing modes, such as high-contrast mode	
14. What are some ways users can adapt device settings that affect the visual display of websites and apps?	
15. What is your approach to designing pages and screens, given those adaptations?	

Experience designing layouts that are accessible and responsive	
16. What are some user experience (UX) concerns to be aware of when using iconography in user interfaces (UI)?	
17. How can carousels be problematic for users with disabilities?	

Question	Response/Comments
18. How are auto-playing videos and animations problematic for users with disabilities?	
19. Why does color contrast matter?	
20. Why do focus indicators matter both when tabbing and on hover?	
Experience articulating and incorporating accessibility requirements into visual design documents and specifications	
21. When should you use or recommend ARIA roles or attributes to solve an accessibility issue?	

Question	Response/Comments
Comments:	

Accessibility Skills Hiring Toolkit

UX/Interaction Designer

Position Description Language

Responsibilities

The UX/Interaction Designer creates user experience and interaction designs and communicates requirements.

The UX/Interaction Designer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Create user experience and interaction designs with accessibility in mind
- Incorporate accessibility requirements into design documents and specifications
- Partner with colleagues and team members to prioritize accessibility in user experience and interaction design

Qualifications

Required: Applicants for the UX/Interaction Designer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)
- Knowledge of WCAG 2.1 AA requirements
- Experience creating user experience and interaction designs that meet accessibility guidelines
- Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)
- Experience designing inclusive flows that take into account keyboard interaction, non-visual user interaction, use of color and contrast, and multimedia interactions

Preferred: Applicants with the following qualifications will be preferred:

- Experience articulating and incorporating accessibility requirements into user experience and interaction design documents and specifications
- Experience conducting usability tests that include participants with disabilities

teach access

Accessibility Skills Hiring Toolkit

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience creating user experience and interaction designs that meet accessibility guidelines	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	

teach access

Question	Response/Comments
7. What are some inclusive design considerations for control and form input labels?	

Comments:

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	

Question	Response/Comments
6. What is WCAG?	
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)	
9. Describe appropriate instances to use a link, versus a generic button, versus a submit button.	
Experience creating user experience and interaction designs that meet accessibility guidelines	
10. How do you see accessibility fitting into your role in the organization?	
11. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	

teach access

Question	Response/Comments
12. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	
13. What are some inclusive design considerations for control and form input labels?	
Experience designing inclusive flows that take into account keyboard interaction, non-visual user interaction, use of color and contrast, and multimedia interactions	
14. What are some user experience (UX) concerns to be aware of when using iconography in user interfaces (UI)?	
15. How can carousels be problematic for users with disabilities?	
16. How would someone with a physical disability interact with a product or website? What are key design aspects you would need to ensure are available to that user?	
17. What are concerns that someone with a vestibular disorder would have interacting with a product or website? How would you address those interaction concerns?	

teach access

Question	Response/Comments
18. If you were designing a training course, what are key design considerations you would make for training videos? How would you support users with different accessibility needs?	
Experience articulating and incorporating accessibility requirements into user experience and interaction design documents and specifications	
19. When should you use or recommend ARIA roles or attributes to solve an accessibility issue?	
Experience conducting usability tests that include participants with disabilities	
20. How have you engaged users with disabilities in providing feedback throughout the development process?	
Comments:	

teach access

teach access

Accessibility Skills Hiring Toolkit

Front-End Developer

Document last updated November 12, 2020

Position Description Language

Responsibilities

The Front-End Developer builds digital products.

The Front-End Developer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Build digital products with accessibility in mind

- Incorporate accessibility features into digital content and resources

- Partner with colleagues and team members to prioritize accessibility in digital content and resources

Qualifications

Required: Applicants for the Front-End Developer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion

- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)

- Knowledge of WCAG 2.1 AA requirements

- Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)

- Experience developing digital products that comply with accessibility standards

- Experience applying WAI-ARIA authoring guidelines and best practices

- Experience optimizing for the accessibility features of the platform (HTML, iOS, Android)

Preferred: Applicants with the following qualifications will be preferred:

- Experience incorporating accessibility tests into the development process

- Experience building digital products where compliance with accessibility standards is part of "definition of done"

Accessibility Skills Hiring Toolkit

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience developing digital products that comply with accessibility standards	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	

teach access

Question	Response/Comments
7. What manual testing techniques do you use to confirm a product is accessible and usable while developing?	
Comments:	

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	

Question	Response/Comments
6. What is WCAG?	
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience designing for platform technologies (e.g., HTML, CSS, JavaScript, iOS, Android)	
9. Describe appropriate instances to use a link, versus a generic button, versus a submit button.	
Experience developing digital products that comply with accessibility standards	
10. How do you see accessibility fitting into your role in the organization?	
11. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	

teach access

Question	Response/Comments
12. What educational resources would you recommend to a developer or designer that wants to improve their accessibility skills?	
13. What manual testing techniques do you use to confirm a product is accessible and usable while developing?	
14. How can carousels be problematic for users with disabilities?	
15. What are landmark regions and how can they be useful? Why do you need to implement a visible Skip to Main Content link and not just the landmark regions?	
16. What is an accessible name? How does the implementation of an accessible name matter for speech recognition?	
Experience applying WAI-ARIA authoring guidelines and best practices	
17. When should you use or recommend ARIA roles or attributes to solve an accessibility issue?	
Experience optimizing for the accessibility features of the platform (HTML, iOS, Android)	

Question	Response/Comments
18. Describe how responsive design relates to and affects accessibility.	
Experience incorporating accessibility tests into the development process	
19. What processes and tools have you used to measure the accessibility of a product?	
20. What do you define as manual testing and how have you incorporated manual testing into the development process?	
21. Describe an instance where an automated test would not flag an accessibility error.	
Experience building digital products where compliance with accessibility standards is part of "definition of done"	
22. Describe a project where accessibility issues were a factor in a product release or update. How did the issues affect the development cycle?	

Question	Response/Comments
Comments:	

Accessibility Skills Hiring Toolkit

Quality Assurance Tester

Interview questions adapted from the Accessibility Interview Questions open source resource,
scottaohara.github.io/accessibility_interview_questions

Document last updated November 12, 2020

Position Description Language

Responsibilities

The Quality Assurance Tester evaluates digital products to ensure compliance with quality standards and requirements.

The Quality Assurance Tester ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Perform accessibility tests using evaluation tools, manual testing, and assistive technologies
- Record results of accessibility tests

Qualifications

Required: Applicants for the Quality Assurance Tester role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)
- Knowledge of WCAG 2.1 AA requirements
- Knowledge of web technologies (e.g., HTML, CSS, JavaScript)
- Experience using accessibility evaluation tools and frameworks (e.g., WAVE, Developer Tools, Accessibility Inspector)
- Experience using assistive technologies (e.g., VoiceOver, JAWS, Dragon Naturally Speaking, ZoomText)

Preferred: Applicants with the following qualifications will be preferred:

- Professional training in using assistive technologies
- Experience conducting usability tests that include participants with disabilities

teach access
Accessibility Skills Hiring Toolkit

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience using accessibility evaluation tools and frameworks (e.g., WAVE, Developer Tools, Accessibility Inspector)	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What processes and tools have you used to measure the accessibility of a product?	

Question	Response/Comments
7. What manual testing techniques do you use to confirm a product is accessible and usable?	
Comments:	

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	

Question	Response/Comments
6. What is WCAG?	
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Knowledge of web technologies (e.g., HTML, CSS, JavaScript)	
9. Describe appropriate instances to use a link, versus a generic button, versus a submit button.	
Experience using accessibility evaluation tools and frameworks (e.g., WAVE, Developer Tools, Accessibility Inspector)	
10. How do you see accessibility fitting into your role in the organization?	
11. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	

teach access

Question	Response/Comments
12. What processes and tools have you used to measure the accessibility of a product?	
13. What manual testing techniques do you use to confirm a product is accessible and usable?	
14. Describe an instance where an automated test would not flag an accessibility error.	
Experience using assistive technologies (e.g., VoiceOver, JAWS, Dragon Naturally Speaking, ZoomText)	
15. Describe your experience with assistive technology.	
16. How do you test with a screen reader? Give a brief overview of some of the keyboard commands you use.	
17. What's your experience with mobile testing (e.g., screen reader, Bluetooth keyboard, etc.)?	
Professional training in using assistive technologies	

Question	Response/Comments
18. What training have you done to learn how to use assistive technologies? Do you have any certifications?	
Experience conducting usability tests that include participants with disabilities	
19. How have you engaged users with disabilities in providing feedback throughout the development process?	
Comments:	

Accessibility Skills Hiring Toolkit

Instructional Designer

Position Description Language

Responsibilities

The Instructional Designer creates, produces, and publishes digital instructional resources.

The Instructional Designer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Create instructional resources with accessibility in mind
- Create alternatives for multimedia content, such as captions and audio descriptions
- Use platforms and tools that support accessibility
- Partner with colleagues and team members to prioritize accessibility in course production

Qualifications

Required: Applicants for the Instructional Designer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)
- Knowledge of WCAG 2.1 AA requirements
- Experience producing instructional resources that are in compliance with accessibility standards

Preferred: Applicants with the following qualifications will be preferred:

- Experience applying best practices in universal design for learning to creating instructional digital resources

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience producing instructional resources that are in compliance with accessibility standards	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What experience do you have with creating accessible documents?	

teach access

Question	Response/Comments
7. What experience do you have with training others on creating accessible documents?	
Comments:	

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
Knowledge of WCAG 2.1 AA requirements	

Question	Response/Comments
6. What is WCAG?	
7. What are the differences between A, AA, and AAA compliance?	
8. What are the Authoring Tools Accessibility Guidelines and what are some of the benefits of using these guidelines when creating an authoring tool?	
Experience producing instructional resources that are in compliance with accessibility standards	
9. How do you see accessibility fitting into your role in the organization?	
10. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
11. What experience do you have with creating accessible documents?	

teach access

Question	Response/Comments
12. What experience do you have with training others on creating accessible documents?	
13. When presenting, what are key considerations you make to ensure you are presenting content in an accessible manner?	
14. When recording instructional videos, what are the key elements you need to implement to insure the videos are inclusive to all?	
15. What are some questions you would ask if your organization was purchasing a new online learning platform?	
Experience applying best practices in universal design for learning to creating instructional digital resources	
16. Describe the purpose and principles of Universal Design for Learning (UDL).	
17. Describe your experience applying UDL principles and guidelines to teaching and instructional resources.	

Question	Response/Comments
Comments:	

Accessibility Skills Hiring Toolkit

Content Author/Producer

Responsibilities

The Content Author/Producer creates, produces, and publishes primarily text-based content.

The Content Author/Producer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Incorporate content accessibility requirements (semantic structure, meaningful links) into content authoring workflows

- Create content with accessibility in mind

- Create alternatives for media content, such as image descriptions and figure captions

- Use content authoring and publishing platforms that support accessibility

- Partner with colleagues and team members to prioritize accessibility in content production

Qualifications

Required: Applicants for the Content Author/Producer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion

- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA, Plain Language Act)

- Knowledge of WCAG 2.1 AA requirements related to content authoring and production

- Experience creating accessible content using plain language and clear and structured content, and providing alternatives as needed

- Experience creating content that reflects diversity and inclusion

Preferred: Applicants with the following qualifications will be preferred:

- Experience creating content that follows Plain Language Guidelines

- Experience incorporating production of alternatives (e.g., captions, image descriptions) into content authoring workflows

- Experience incorporating accessibility into content authoring resources, such as style guides

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience creating accessible content using plain language and clear and structured content, and providing alternatives as needed	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. What is alternative text and why is it important?	

teach access

Question	Response/Comments
7. Why are headings important? What's the proper way to implement headings?	

Comments:

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA, Plain Language Act)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
6. What is the Plain Writing Act of 2010?	
Knowledge of WCAG 2.1 AA requirements related to content authoring and production	

Question	Response/Comments
7. What is WCAG?	
8. What are the differences between A, AA, and AAA compliance?	
9. Why is color contrast important?	
10. What are the risks involved in using animations or auto-playing videos?	
Experience creating accessible content using plain language and clear and structured content, and providing alternatives as needed	
11. How do you see accessibility fitting into your role in the organization?	
12. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	

teach access

Question	Response/Comments
13. What is alternative text and why is it important?	
14. Why are headings important? What's the proper way to implement headings?	
15. When selecting videos to share on a site or social media platform, what are some accessibility questions you would ask before sharing the video?	
16. How would you provide alternative text for a complex graph or infographic?	
17. How can using plain language benefit the accessibility of a project?	
Experience creating content that reflects diversity and inclusion	
18. How does diversity and inclusion factor into your work as a content creator?	

Question	Response/Comments
19. What steps do you typically take to ensure your content is inclusive? Please provide some examples of actions you've taken.	
20. What are some examples of inclusive/non-inclusive language?	
Experience creating content that follows Plain Language Guidelines	
21. Describe your experience applying Plain Language Guidelines to content resources.	
Experience incorporating production of alternatives (e.g., captions, image descriptions) into content authoring workflows	
22. Describe your methods for producing accessible alternatives, such as captions and image descriptions, when creating content.	
Experience incorporating accessibility into content authoring resources, such as style guides	
23. Describe your experience creating content authoring resources, such as content templates and style guides, and share examples of how you incorporated accessibility into the resources.	

teach access

Question	Response/Comments
Comments:	

teach access

Accessibility Skills Hiring Toolkit

Multimedia Producer

Position Description Language

Responsibilities

The Multimedia Author/Producer creates, produces, and publishes digital audio, visual, and video content.

The Multimedia Author/Producer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Incorporate media accessibility requirements and techniques (captioning, audio descriptions, use of color, contrast) into production workflows

- Create multimedia content with accessibility in mind

- Create alternatives for multimedia content, such as captions and audio descriptions

- Use multimedia publishing platforms that support accessibility

- Partner with colleagues and team members to prioritize accessibility in multimedia production

Qualifications

Required: Applicants for the Media Author/Producer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion

- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA, CVAA)

- Knowledge of WCAG 2.1 AA requirements related to multimedia production

- Experience creating effective audio descriptions, alternative text descriptions for images, media transcripts, and other accessible content

- Experience creating media content that reflects diversity and inclusion

Preferred: Applicants with the following qualifications will be preferred:

- Experience with self-described video production best practices

- Experience adapting scripts for media transcripts

- Experience writing and producing audio descriptions

- Experience incorporating production of alternatives (e.g., captions, audio descriptions) into production workflows

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience creating effective audio descriptions, alternative text descriptions for images, media transcripts, and other accessible content	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. Who benefits from closed captions and why?	

Question	Response/Comments
7. Who benefits from transcripts and why?	

Comments:

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA, CVAA)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
6. What does CVAA stand for? What are the requirements?	

Question	Response/Comments
Knowledge of WCAG 2.1 AA requirements related to multimedia production	
7. What is WCAG?	
8. What are the differences between A, AA, and AAA compliance?	
9. What video accessibility aspects does the WCAG cover?	
Experience creating effective audio descriptions, alternative text descriptions for images, media transcripts, and other accessible content	
10. How do you see accessibility fitting into your role in the organization?	
11. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
12. Who benefits from closed captions and why?	

teach access

Question	Response/Comments
13. Who benefits from transcripts and why?	
14. What are the media accessibility requirements for someone who is deaf-blind?	
15. What are the industry guidelines used for creating captions?	
16. Name a few accessible media resources and accessible media services providers.	
17. What is your past experience with caption creation? Have you outsourced prerecorded captions or created them yourself? If you created them yourself, how did you create them?	
18. When live streaming an event, what is the difference between CART provided captions and auto-captions?	

teach access

Question	Response/Comments
19. What are audio descriptions? Who benefits from them, and how do they benefit?	
Experience creating media content that reflects diversity and inclusion	
20. How does diversity and inclusion factor into your work as a media producer?	
21. What steps do you typically take to ensure your media is inclusive? Please provide some examples of actions you've taken.	
22. What are some examples of inclusive/non-inclusive media elements?	
Experience with self-described video production best practices	
23. Have you produced self-described videos? If so, please share techniques and methods you used to produce them.	
Experience adapting scripts for media transcripts	
24. What is a media transcript? How do you go about producing a media transcript?	

Question	Response/Comments
Experience writing and producing audio descriptions	
25. Have you been involved in production of audio descriptions? If so, please share techniques and methods you used to produce them.	
Experience incorporating production of alternatives (e.g., captions, audio descriptions) into production workflows	
26. Describe your methods for producing accessible alternatives, such as captions and audio descriptions, when creating media content.	
Comments:	

Accessibility Skills Hiring Toolkit

Sourcing/Procurement Officer

Interview questions adapted from the Accessibility Interview Questions open source resource,
scottaohara.github.io/accessibility_interview_questions

Document last updated November 12, 2020

Position Description Language

Responsibilities

The Sourcing/Procurement Officer identifies third-party resources (professional services, technology systems and tools, content) for use in providing digital products and ensures compliance with requirements.

The Sourcing/Procurement Officer ensures compliance with digital accessibility regulations and requirements by performing the following duties and responsibilities:

- Incorporate accessibility requirements into bids and contracts

- Evaluate capacity of proposed resources to meet accessibility requirements

- Define accessibility requirements and responsibilities in contracts

- Monitor compliance with contractual requirements related to accessibility

- Partner with colleagues and team members to prioritize accessibility in sourcing and procuring resources

Qualifications

Required: Applicants for the Sourcing/Procurement Officer role are required to have these qualifications:

- Knowledge of digital accessibility and disability inclusion

- Knowledge of regulations related to digital accessibility (e.g., ADA, ICT Standards and Guidelines, EN 301 549)

- Knowledge of WCAG 2.1 AA requirements

- Experience ensuring compliance with non-functional requirements (e.g., security, privacy) for technology procurement and professional services

- Experience including accessibility requirements when sourcing and procuring technology resources

Preferred: Applicants with the following qualifications will be preferred:

- Experience evaluating and responding to accessibility compliance reports, such as VPATs

- Experience using sourcing and procurement resources, such as the Accessible ICT Procurement Toolkit

- Experience working with 3rd parties to improve support for digital accessibility (e.g., through product accessibility roadmaps)

Screening Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Experience creating effective audio descriptions, alternative text descriptions for images, media transcripts, and other accessible content	
4. How do you see accessibility fitting into your role in the organization?	
5. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
6. Have you used a standard list of questions with vendors to address accessibility concerns? If so, what are a few of the questions you've asked?	

Question	Response/Comments
7. Describe the impact of accessible technology procurement on the overall product lifecycle.	

Comments:

Interview Questions

Question	Response/Comments
Knowledge of digital accessibility and disability inclusion	
1. Who benefits from accessibility?	
2. How would you define inclusive and/or universal design? Can you provide an example? (Does not need to be web related)	
3. What resources would you recommend to someone who wants to keep informed of the latest updates on accessibility and inclusive design?	
Knowledge of regulations related to digital accessibility (e.g., ADA, ICT Standards and Guidelines, EN 301 549)	
4. Describe the difference between Section 504 and Section 508 of the Rehabilitation Act.	
5. Describe the difference between Section 508 and the Web Content Accessibility Guidelines.	
6. Describe the difference between the Web Content Accessibility Guidelines and the 2010 ADA Standards for Accessible Design.	

teach access

Question	Response/Comments
Knowledge of WCAG 2.1 AA requirements related to content authoring and production	
7. What is WCAG?	
8. What are the differences between A, AA, and AAA compliance?	
9. Why is it important to incorporate the WCAG into procurement processes?	
10. What are the Authoring Tools Accessibility Guidelines and why are they important to incorporate into product procurement processes?	
Experience ensuring compliance with non-functional requirements (e.g., security, privacy) for technology procurement and professional services	
11. How would you convince leadership to allocate funds to do an accessibility external audit?	
Experience including accessibility requirements when sourcing and procuring technology resources	

Question	Response/Comments
12. How do you see accessibility fitting into your role in the organization?	
13. How do you incorporate accessibility into your day to day activities? (Email, document creation, when presenting content, etc.). Give an overview of the process you go through for (insert example).	
14. Have you used a standard list of questions with vendors to address accessibility concerns? If so, what are a few of the questions you've asked?	
15. Describe the impact of accessible technology procurement on the overall product lifecycle.	
16. Have you previously defined or utilized an accessible procurement process at an organization? If so, what were some of the accessibility requirement steps prior to purchase?	
17. When would you engage an internal accessibility team or a third party auditor in the procurement process?	

teach access

Question	Response/Comments
18. If purchasing the most accessible product out of multiple vendors, how do you ensure any outstanding issues are addressed in your contract with the vendor?	
Experience evaluating and responding to accessibility compliance reports, such as VPATs	
19. What is a VPAT? How do you approach requesting and evaluating VPATs?	
Experience using sourcing and procurement resources, such as the Accessible ICT Procurement Toolkit	
20. Name a few accessible technology procurement resources and describe what they are good for, and why.	
Experience working with 3rd parties to improve support for digital accessibility (e.g., through product accessibility roadmaps)	
21. Have you collaborated with vendors and contractors to improve accessibility? If so, please share approaches you've used and collaboration outcomes.	

teach access

Question	Response/Comments
Comments:	