CPUX-F
Examination Regulations

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The UXQB e.V. thanks the IREB e.V. for their permission to use the examination regulations for the *Certified Professional for Requirements Engineering - Advanced Level* as a basis for the examination regulations for the Certified Professional for Usability and User Experience – Foundation Level.

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1 Scope

This document defines the examination regulations for the certification module

Certified Professional for Usability and User Experience – Foundation Level (CPUX-F).

2 Overview

There are no preconditions for participating in a *Certified Professional for Usability and User Experience – Foundation Level (CPUX-F)* examination.

The examination consists of one component:

Examination Component	Examination format	Qualifying mark	Duration	For more information see
Theoretical examination	Written. Forty multiple-choice questions, each with six suggested answers	28 points out of 40 – that is, 70%	75 minutes*	Section 3

* 90 minutes instead of 75 minutes if the examination is carried out in a language that is not the first language of the candidate. For more information, see Section 3.5.

To successfully achieve CPUX-F certification, the candidate must score at least 28 of 40 possible points in the examination (70%).

In order to be allowed to work as a trainer for the CPUX-F certification, the candidate must score at least 32 of 40 possible points in the examination (80%). There are no other requirements for trainers.

2.1 Abbreviations Used in This Document

RTP = Recognised Training Provider

RCB = Recognised Certification Body

3 Rules for the CPUX-F Examination

3.1 Preconditions

There are no preconditions for participating in a CPUX-F examination. Prior training by an RTP is recommended but not required.

3.2 Language

Examination questions are currently available in German or English.

Examination questions may be available in further languages, for example French, Russian and Chinese. For further information, please contact an RCB.

The language of the examination must be specified by the RTP or the candidate when ordering the examination and cannot be changed after the examination has started.

In a group examination, each candidate can freely choose the language for their examination.

3.3 Confidentiality of the Content of the Examination

All candidates, persons and institutions involved in an examination are obliged to treat the contents of the examination and all its artefacts confidentially. The contents must not be communicated to any third parties, in particular prospective candidates.

Neither the UXQB nor people and institutions who are involved in the examinations assume any responsibility for damages or claims resulting from a violation of confidentiality clauses.

3.4 Procedure

The examination consists of forty multiple-choice questions. Each question has six suggested answers. One, two or three of the suggested answers are significantly more correct than the remaining answers. To achieve the maximum number of points, a candidate should mark all, and only, the correct answers. The number of correct answers is clearly shown for each question.

No study aids such as the curriculum text, training documentation, textbooks, personal notes, computers, phones, smartphones, or other electronic devices may be used during the examination.

Exception to the above rule: One or two dictionaries may be used during the examination:

a) A recognised paper dictionary for translating words from the examination language to the first language of the candidate;

b) A recognised English-English (or a German-German) paper dictionary.

Communication with others during the examination is forbidden.

Once the examination has commenced, a candidate will only be allowed to leave the examination room subject to the condition that they do not return. Toilet breaks are not permitted.

A candidate is allowed to make notes on the examination form or on a separate sheet of paper, which is provided by the RCB. They are not allowed to take their notes with them when they leave the examination room.

An examination may take place using paper and pencil or dedicated devices, for example tablets, supplied by the RCB. Private computers owned by a candidate or the RTP must not be used for the examination, regardless of which software system the RCB is providing.

3.5 Duration of the Examination

The examination lasts 75 minutes. A candidate may hand in their answers before the 75 minutes have expired provided that they leave the examination room and do not return.

A candidate may request 15 minutes additional time for the examination – that is, 90 minutes instead of 75 minutes for the examination – if the examination is carried out in a language that is not the first language of the candidate.

Other requests from a candidate for time extensions, based on for example permanent or temporary cognitive, learning or physical disability will be considered on a case-by-case basis by the RCB. Such requests should be made by calling the RCB at least 10 working days before the examination.

The RCB may request that a candidate provides evidence to verify a request for a time extension before or after the examination. Do not send any unsolicited medical certificates, etc., to the RCB. If a candidate submits information which is subsequently proven to be incorrect, their candidature will be cancelled. If the candidate has already been issued a certificate and is subsequently proven to have submitted incorrect information, the certificate will be revoked.

3.6 Examination Evaluation

Each of the forty questions is scored as follows:

a) If a question requires one correct answer, 1 point is awarded for a correctly marked answer.

b) If a question requires two correct answers, ½ point is awarded for each correctly marked answer. ½ point is subtracted for each incorrectly marked answer.

c) If a question requires three correct answers, ⅓ point is awarded for each correctly marked answer. ⅓ point is subtracted for each incorrectly marked answer.

The total score for a question can never be negative.

If the number of marked answers exceeds the specified number of correct answers, the score awarded will always be 0. For example, if a question has two correct answers but the candidate marks three answers, they are awarded 0 points.

Scoring examples for a question that requires two correct answers:

    a) The candidate marks no answers:
        they are awarded 0 points.

    b) The candidate marks one answer and the answer is wrong:
        they are awarded 0 points.

    c) The candidate marks one answer and the answer is correct:
        they are awarded ½ point.

    d) The candidate marks two answers and both are wrong:
        they are awarded 0 points.

    e) The candidate marks two answers, one is correct and one is wrong:
        they are awarded ½-½ = 0 points.

    f) The candidate marks two answers and both are correct:
        they are awarded ½+½ = 1 point.

    g) The candidate marks three or more answers:
        they are awarded 0 points, irrespective of any correctly marked answers.

A candidate may change which answers are marked. Changes must be made in such a way that the intention of the candidate is clear. If there is reasonable doubt as to which answers to a question are marked, the candidate is awarded 0 points for that question.

The marks set by the candidate to indicate the answers to the examination questions are evaluated by the RCB.

3.7 Examination Results

The RCB sends the result of an examination to the email address provided by the candidate. The email includes the score obtained by the candidate.

If the email address provided by the candidate is unreadable or invalid, the RCB must contact the RTP immediately to resolve the problem. If there is no RTP, the RCB must check its registration form.

The RCB informs the candidate of the examination results within seven working days after the examination. If a candidate has not received the results of their examination within this time limit, they should contact the RTP, who will notify the RCB immediately on their behalf. RTPs should ensure that the candidate has checked their spam filters and junk folders. If there is no RTP involved, the candidate should contact the RCB directly.

If the examination follows a training by an RTP, the RTP may request a list from the RCB containing the achieved score for each question, the learning objective that each question refers to, and the overall score. This information is provided for each candidate participating in the examination. The list must be anonymous; the names

of the candidates must not be included, because otherwise the list contains sensitive personally identifiable data.

The RTP may share the information in this list with candidates. A candidate can be identified by their total score.

The certificate is sent electronically by email or by ordinary mail by the RCB to the postal address provided by the candidate.

3.8 Objection

A candidate may object to procedural errors in conducting an examination unless the candidate has passed the examination with a score of 80% or higher..

Examples of procedural errors are:

a) The RCB representative shows up late or not at all;

b) Serious problems in the examination questions, for example unreadable questions, outdated questions, wrong questions (for example CPUX-UT questions for a CPUX-F examination), more or less than 40 questions, or the same question is repeated.

The objection must be made in writing and must be submitted to the RCB or the RTP within 14 days after the candidate is informed of the result of the examination.

Objections are handled by the RCB in consultation with the RTP. The candidate is entitled to an answer within 14 days.

If the objection raised by a candidate is considered partly or fully justified, the RCB has the following options, which must be discussed with the candidate and the RTP:

c) Conduct a new examination at the same venue as the disputed examination free of charge;

d) Provide a full refund of the fee paid for the examination if the candidate decides not to repeat the examination;

e) Increase or lower the score for the candidate appropriately. If the score is lowered, the candidate is not entitled to retain the original score.

No further claims for reimbursement or compensation for training fees, travel expenses, etc., will be entertained.

The handling of objections regarding the quality of the training are not part of these Examination Regulations. Such objections should be addressed to the RTP. If no agreement can be reached, they should be addressed to the UXQB.

3.9 Appeal regarding procedural errors in conducting an examination

If the candidate is dissatisfied with the decision of the RCB or the RTP regarding procedural errors in conducting an examination, the candidate may appeal the decision. The appeal must be substantiated. It must be made in writing. It must be submitted to the UXQB (info@uxqb.org) within 14 days after the candidate is informed of the response to the objection.

The UXQB may demand the payment of a fee determined by the UXQB before an appeal can be processed. The fee is currently 100 EUR.

The objection and the appeal are evaluated by a neutral expert accredited by the UXQB e.V. The decision of the neutral expert will be final.

The appeal may confirm, increase or lower the examination result. If the result is lowered, the candidate is not entitled to retain the original result.

If the objection raised by the candidate is considered partly or fully correct, the fee for the appeal is refunded in full. No further claims for reimbursement or compensation for training fees, travel expenses, etc., will be entertained.

3.10 Inspection of Records

Since all examination questions are carefully reviewed for clarity and technical correctness, it is unlikely that there will be errors in the examination questions.

Candidates who have not passed an examination may inspect the results of their written examination. The purpose of the inspection is a comparison of the questions, the correct answers and the candidate's answers.

A request for an inspection must be submitted to the RTP or to the RCB 30 days after the candidate receives the examination result. Inspections take place in an office belonging to the RCB or in connection with an examination organised by the RCB. Questions and answers must not be copied. Any notes made by the candidate during the inspection must be left in the office.

The RCB may demand the payment of a reasonable fee for the inspection. The fee is determined by the RCB. The fee must not exceed the actual costs of the inspection.

If the inspection reveals problems in the questions or answers, the fee for the inspection is refunded in full. No further claims for reimbursement or compensation for training fees, travel expenses, etc., will be entertained.

3.11 Re-Examination

A re-examination is similar to an ordinary examination, except that the candidate will most likely get different multiple-choice questions.

The examination can be taken a maximum of three times within a one-year period. After failing a third attempt to pass the examination, a waiting period of one year after the date of the third examination is required. After the waiting period, the candidate may make another three attempts.

The cost of the re-examination is determined by the RCB.

A candidate who has passed the examination with less than 32 points (80%) may register for a re-examination in order to obtain 32 points or more. If the candidate fails the re-examination, the candidate is entitled to retain the original result.

3.12 Usage and deletion of results

The UXQB receives examination results only in anonymized form.

RCBs are responsible for storing personal information from candidates safely and in strict accordance with applicable data protection laws.

3.13 Comments or complaints regarding the performance of an RCB

RTPs or a candidate may comment on or complain about the services of an RCB, for example if examination results are not received within the agreed time limits.

Please forward such comments or complaints to info@uxqb.org

4   Important Changes Compared to Previous Versions

Date, version	Change
20-03-2019, Version 1.01	First version. The first version is based on the CPUX-UT Examination Regulations.