CPUX-UR
Examination Regulation
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1 Scope

This document regulates the examination for acquiring the certificate "Certified Professional for Usability and User Experience – Advanced Level" for the module "User Requirements Engineering" (CPUX-UR).

2 Prerequisites for the examination

A prerequisite for taking the examination to become a "Certified Professional in Usability and User-Experience - Advanced Level" is the possession of the certificate "Certified Professional in Usability and User Experience - Foundation Level (CPUX-F)" from UXQB e.V.

Nobody will be allowed to take part in the examination without this certificate; no alternative certificates will be accepted.

3 Overview

The examination consists of one or two parts.

Examination part	Examination form	Duration	See
1	Theoretical examination	90 minutes*	Chapter 5
2	Practical examination	5:45 hours	Chapter 6

A candidate may request 15 minutes additional time for the examination – that is, 105 minutes instead of 90 minutes for the examination – if the examination is carried out in a language that is not the first language of the candidate

To successfully pass the CPUX-UR examination, either
• both parts of the examination must be passed, leading to the Certificate CPUX-UR - Theory & practice or
• only the theoretical examination must be passed, leading to the Certificate CPUX-UR – Theoretical part.

The theoretical examination can be taken before or after the practical examination. The UXQB currently does not offer a certificate covering the practical examination only.

For the certificate "CPUX-UR - Theory & practice" both parts of the examination must be passed within a timeframe of 6 months, or else the whole examination is not passed. This timeframe of 6 months also applies when repeating examination parts.

In order to receive the "CPUX-UR - Theory & practice" certificate, a candidate must score at least 70% of the maximum possible points in both the theoretical and the practical examination.

In order to receive the CPUX-UR - Theory only certificate, a candidate must score at least 70% of the maximum possible points in the theoretical examination.

In order to be accredited as a CPUX-UR trainer, a candidate must be holder of the certificate "CPUX-UR - Theory & practice" and must have scored at least 80% of the maximum possible points in both, the theoretical and the practical examination.

4 Common rules for the theoretical and the practical examinations

4.1 Language

Examination questions and tasks are provided in German or English.

Results from the practical examination must be submitted in German or English, matching the language in which the assignment is provided.

4.2 Confidentiality of the contents of the examinations

All candidates, persons and institutions involved in the examinations are obliged to treat the contents of the examinations 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.

4.3 Information about results

Notification of the result of an examination is sent to the email address provided by the candidate. If the email address provided by the candidate is unreadable or invalid, the Certification body must contact the training provider immediately to resolve the problem.

4.4 Applicable examination regulations

The examination regulations in force at the time the theoretical examination is handed out apply to the theoretical examination. The examination regulations in force at the time the practical examination is handed out apply to the practical examination.

4.5 Refund of examination fees

Examination fees will not be refunded wholly or partly if the candidate takes only part in one part of the examination.

Examples:
a. No refund will be given if the candidate buys a theoretical and practical examination and completes the theoretical examination but does not complete the practical examination.
b. No refund will be given if the candidate fails the practical examination because the deliverables do not meet the minimum requirements outlined in section 3 of the document "CPUX-UR Checklist for the practical examination". In this case, the Certification body may at its discretion allow the candidate to take another practical examination at a reduced charge or no charge.

4.6 Usage and deletion of results

All results submitted by the candidate will be used by the Certification body and the expert examiner solely for evaluating the candidate's grade and documenting the compliance of the evaluation with the CPUX-UR Examination Regulations.

 the expert examiner will delete all results submitted by the candidate from their computers after the evaluation has been completed and the period for appeal has expired.

In the case of an appeal, the neutral expert will delete all results submitted by the candidate from their computers at most 1 month after the appeal process has been completed.

 the expert examiner and the neutral expert may keep their personal notes from the evaluation including scoresheets and personal feedback, provided that they are anonymized except for the candidate's ID, which is used in the examination.

The Certification body will delete all results – except the Declaration of original work and Informed Consent Declarations – submitted by the candidate from all its storage locations six months after the evaluation has been completed.

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

4.7 Procedure for proctored examinations

In a proctored examination, a proctor (examination supervisor) supervises one or more candidates while they complete the examination in one room.

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-German (or German-English) paper dictionary.

Candidates are allowed to make notes on the examination form or on a separate sheet of paper, which is provided by the Certification body. 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 Certification body. Private computers owned by a candidate or the RTP must only be used for the examination if the software system has been approved by the UXQB.

5 Theoretical examination

The theoretical examination can be either proctored or remote.

5.1 Common rules for proctored and remote theoretical examinations

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. The candidate should mark the correct answers. The number of correct answers is clearly shown for each question.

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

Communication with others during the examination is forbidden.

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

5.2 Duration of the examination

The examination lasts 90 minutes. Candidates may hand in their answers before the 90 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, 105 minutes instead of 90 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 Certification body. Such requests should be made by calling the Certification body at least 10 working days before the examination.

The Certification body 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 Certification body. 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.

5.3 Examination evaluation

Each of the forty questions is scored as follows:

a. If a question requires one correct answer, 3 points are awarded for a correctly marked answer.

b. If a question requires two correct answers, 1,5 points are awarded for each correctly marked answer. 1,5 points are subtracted for each incorrectly marked answer.

c. If a question requires three correct answers, 1 point is awarded for each correctly marked answer. 1 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 1,5 points.
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 1,5 points – 1,5 points = 0 points.
f. The candidate marks two answers and both are correct:
    they are awarded 1,5 points + 1,5 points = 3 points.
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 certification body.

5.4 Examination results

The Certification body 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 Certification body must contact the RTP immediately to resolve the problem. If there is no RTP, the Certification body must check its registration form.

The Certification body 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 Certification body 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 Certification body directly.

If the examination follows a training by an RTP, the RTP may request a list from the Certification body 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.

5.5 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 Certification body 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-UR 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 Certification body or the RTP within 14 days after the candidate is informed of the result of the examination.

Objections are handled by the Certification body 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 Certification body has the following options, which must be discussed with the candidate and the RTP:
a. Conduct a new examination at the same venue as the disputed examination free of charge;
b. Provide a full refund of the fee paid for the examination if the candidate decides not to repeat the examination;
c. Increase or lower the score for the candidate appropriately. If the score is lowered, the candidate is not entitled to retain the original score. This option can be applied only with the consent of the UXQB.

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.

5.6 Appeal regarding procedural errors in conducting an examination

If the candidate is dissatisfied with the decision of the Certification body 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. 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.

5.7 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 Certification body 30 days after the candidate receives the examination result. Inspections take place in an office belonging to the Certification body or in connection with an examination organised by the Certification body. Questions and answers must not be copied. Any notes made by the candidate during the inspection must be left in the office.

The Certification body may demand the payment of a reasonable fee for the inspection. The fee is determined by the Certification body. 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.

5.8 Re-examination

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

The theoretical examination can be taken a maximum of three times within a one-year period. After failing a third attempt to pass the theoretical examination, a waiting period of one year after the second re-sit is required. Any part of the CPUX-UR examination that has already been passed loses its validity and must be re-taken.

The cost of the theoretical re-examination is determined by the Certification body.

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

6 Practical examination

The practical examination can be either proctored or remote.

In the practical examination, the candidate must observe the execution of a contextual interview and then write down a context of use description on their own, plus analysing it for user needs and derivable user requirements. No aids such as computers, seminar documents, textbooks or notes are allowed during the proctored examination. For specifics on the procedure for remote practical examinations see section 6.6.

6.1 Procedure and overview of work products to be delivered by the candidate

The practical examination starts at 09:00 and ends latest at 14:45.

Each candidate receives:

a. A short description of the goal for the context of use analysis
b. A summary context of use description for the user group addressed in the assignment
c. An interview checklist containing the questions that are asked in the video of the contextual interview
d. Documentation of the contextual interview (that will be presented later) in form of an as-is scenario, with the interviewee's statements to one interview question missing (the documentation of these statements is to be delivered by the candidate as listed in chapter 6.2.1)
e. Writing paper

From 09:00 until 09:15, each candidate has time to read the assignment and become familiar with it.

From 09.15 until 09.45 each candidate observes a contextual interview with a representative of the target user group, recorded on video. The video is presented in a way so that all examination participants can see and hear it at the same time (e.g. using a projector).

The candidate takes notes during the video presentation and later on documents part of the contextual interview as an as-is scenario.

At 09:45, after the video presentation, the candidate has until 14:45 to complete and deliver the following tasks:

1. Part of the context of use description corresponding to one question from the interview checklist, documenting the statements from the interviewee as an as-is scenario (For details see 6.2)
2. Naming of further user groups that appear in the contextual interview (For details see 6.2.2)
3. A list of user needs identified in the as-is scenario in relation to one of the questions and a list of the derivable (qualitative) user requirements (For details see 6.2.3)
4. A list of user requirements assigned to a certain task and its sub-tasks (For details see 6.2.4)
5. Observed behavioural errors made by the interviewer in the video (see CPUX-UR Curriculum and Glossary, in the definition of "Contextual interview" at "Typical mistakes regarding the procedure")

6.2 Tasks to be completed and delivered by the candidate - Details

6.2.1 As-is scenario based on the video presentation of a contextual interview (for one certain question from the interview checklist)

The candidate has to write down part of the observed contextual interview in form of an as-is scenario. This part is related to **exactly one question from the interview checklist** (the number of the respective question is announced before the video presentation) A sufficient number of sheets of paper are given to the candidate at the start of the examination with a printed table that can be used for documentation (See figure 1). For the part of the as-is scenario that is documented by the candidate, user needs and derivable user requirements do **not have to be identified**.

Question from the interview checklist	As-is scenario
e.g. question 3 (as announced by the examination supervisor at the beginning of the examination)	Here, the candidate writes down the as-is scenario from the video presentation relating to the question

Figure 1: Table for documenting the as-is scenario

6.2.2 Naming other user groups appearing in the contextual interview

The candidate must name all user groups appearing in the video presentation that are part of the interviewee's social environment.

Also, here, a printed table is provided beforehand.

No.	Name of the user group
1	<interview user group> (filled out beforehand)
2	To be added by the candidate if applicable. Name:
3	To be added by the candidate if applicable. Name:
...	

Figure 2: Table for naming user groups

6.2.3 List of user needs identified in the as-is scenario and a list of the derivable (qualitative) user requirements

For one of the questions from the interview checklist **with an as-is scenario provided beforehand**, the candidate must analyse the as-is scenario using a three-column table (see Figure 3) with regard to identified user needs (see instructions in section 6.2.3.1) and derivable user requirements (see instructions in section 6.2.3.2).

6.2.3.1 Number of user needs to be identified

The as-is scenario contains a large number of identifiable user needs. In order to achieve the maximum number of 30 points in this examination task, TEN valid user needs must be identified and correctly formulated.

- *A user need is valid if it can be identified in the as-is scenario and is not based on other assumptions and if it is not redundant because of another already identified user need.*
- *Each valid and correctly formulated user need is given THREE points, invalid user needs are given ZERO points.*

- *There is a deduction of THREE points for each user need that is not formulated correctly, i.e. if it is not formulated as (1) goal and prerequisite or (2) the prerequisite and/or (3) the goal is/are not formulated using the applicable syntax.*
- *No user need can be allocated less than ZERO points.*

The TEN user needs to be used for the evaluation by the expert examiner must be marked with a double underline of the number of the respective user need, e. g. N3. Only the 10 user needs with a double underline will be used for the evaluation by the expert examiner.

6.2.3.2 Number of qualitative user requirements to be derived

A minimum of 13 user requirements can be derived from the user needs identified in the as-is scenario. In order to achieve the maximum score in this examination task, you must derive and correctly formulate THIRTEEN valid user requirements.

- *A user requirement is valid if it is derived correctly from one of the 10 user needs with a double underline and is not redundant because of another already formulated user requirement.*
- *Each valid and correctly formulated user requirement is given THREE points, invalid user requirements are given ZERO points.*
- *There is a deduction of THREE points for each user requirement that has not been formulated correctly, i.e. if the user requirement*
  a. *does not describe what the user has to recognise/select/enter in the system or*
  b. *is not correctly formulated pursuant to the syntax rules.*
- *There is a deduction of THREE points for each user requirement that is immunised.*
- *No user requirement can be allocated less than ZERO points.*

The THIRTEEN user requirements to be used for the evaluation by the expert examiner must be marked with a double underline of the number of the respective user requirement, e. g. UR5. Only the 13 user requirements with a double underline will be used for the evaluation by the expert examiner.

Question from the interview checklist	As-is scenario	Identified user needs	Derived user requirements
Question 1	Text of the as-is scenario (filled out beforehand)	Evaluation not required	Evaluation not required
Question 2	Text of the as-is scenario (filled out beforehand)	Evaluation not required	Evaluation not required
Question 3	As-is scenario to be provided by the candidate	Evaluation not required	Evaluation not required
Question 4	Text of the as-is scenario (filled out beforehand)	To be filled out by the candidate	To be filled out by the candidate
		N1:	UR1: ... UR2: ...
		N2: ...	UR3: ... UR4: ...
		N3: ...	UR5: ...

Figure 3: Table for analysing the as-is scenario

6.2.4 List of user requirements assigned to a certain task and its sub-tasks

Note: The context information provided beforehand for two of the questions relate to exactly one task of the interviewee.

After identifying user needs and deriving user requirements (chapter 6.2.3), the candidate must assign each user requirement to the right sub-task of a task. Figure 4 shows the table for the documentation of the candidate. Again, enough pre-printed pages are provided. It might be that one user requirement belongs to more than one sub-task.

Title of task:	Predefined
Precondition(s):	To be completed by the candidate
Postcondition(s):	To be completed by the candidate

Sub-tasks (within above task)	Corresponding user requirements (It is sufficient to reference the number no. e.g. „UR4")
sub-task 1	UR3, UR6
sub-task 2	UR9
sub-task 3	UR8
sub-task 4	UR1, UR2, UR3, UR6, UR7
sub-task 5	UR10, UR11, UR12
sub-task 6	UR12
sub-task 7	UR7

Figure 4: Table for assignment of user requirements

6.2.5 Observed behavioural errors made by the interviewer in the video

The candidate must identify behavioural errors made by the interviewer in the video.

6.3 Handwritten form

The practical examination has to be done in handwritten form.

6.4 Breaks during the practical examination

The candidate may take breaks within the examination room. Leaving the room is only allowed in order to go to the bathroom and requires prior permission by the examination supervisor. It is recommended that the candidate brings some drinks and food for the examination day. In case of a proctored examination, a candidate may only leave the room if all other candidates are in the room.

6.5 Handing over the examination documents

The candidate must hand in their examination documents to the examination supervisor no later than 14:45. After 14:45, the examination supervisor will not accept any further examination documents.

6.6 Specifics for remote practical examinations

All theoretical and practical examinations are supervised. Examinations can be conducted remotely or in the same location as the examination supervisor.

During a remote practical examination, the candidate must complete the examination tasks in a closed room in which no other individuals are present.

The examination tasks – along with the examination instructions and any additional documentation – will be supplied on paper, in a sealed envelope by the Certification body. An additional prepaid envelope, used to return the completed examination tasks will also be supplied. The candidate must only open the sealed envelope containing the examination tasks when instructed to do so by the examination supervisor. At this point the examination is considered to have begun.

The examination supervisor observes the candidate throughout the examination by video and audio. At any time, the examination supervisor may ask the candidate to point the video camera towards any part of the room.

Candidates may use a recognised, paper English-German (or German-English) dictionary during the examination. Candidates whose native language is neither English nor German may also use a recognised, paper dictionary to translate words in the examination into their native language.

When the candidate has finished the examination, they must place the completed examination tasks and any notes they have made into the prepaid envelope supplied by the Certification body. The envelope contains a security seal that the candidate must affix across the envelope's standard seal in the presence of the examination supervisor. The envelope must be handed to a courier within 2 working days of the practical examination. The courier is predefined by the Certification body and must use a tracked delivery service.

6.7 Assessment

The certification body sends the candidate 's answers for the practical examination to an expert examiner accredited by the UXQB for assessment.

The procedure is as follows.

a) The expert examiner rates the answers within 4 weeks after receipt, following a check list that is publicly available at www.uxqb.org.

   If an answer from a candidate deviates substantially from common practice and therefore cannot easily be assessed based on the check list, the expert examiner may make their assessment independent from the check list.

b) During the assessment, the expert examiner may contact the candidate via e-mail in case of any questions.

c) The candidate must answer such an e-mail within 72 hours. If no answer is provided within that timeframe, the respective part of the examination is considered failed.

6.8 Contact information

The candidate must submit up-to-date contact information together with the results of the practical examination. The contact information must include postal address, email address and a telephone number where the candidate can be reached at reasonable times specified by the candidate. This information is used by the Certification body and the expert examiner.

6.9 Objection

A candidate may object to the result of the practical examination. The objection must be substantiated by significant arguments against specific observations in the evaluation sheet. Unsubstantiated objections will be rejected. The objection must be made in writing and must be submitted to the Certification body within 14 days after the candidate is informed of the result of the evaluation.

The Certification body forwards the objection to the expert examiner. The expert examiner considers the objection and submits a response to the Certification body, which forwards the response to the candidate. The response either confirms the result of the practical examination or provides a revised evaluation.

6.10 Appeal

If the candidate is dissatisfied with the decision of the expert examiner, the candidate may appeal the expert examiner's decision. The appeal must be substantiated by significant arguments against the response to the objection from the expert examiner. Unsubstantiated appeals will be rejected. The appeal must be made in writing and must be submitted to the Certification body within 14 days after the candidate is informed of the expert examiner's response to the objection.

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

A fee determined by the Certification body must be paid before an appeal can be processed.

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 a 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.

6.11 Re-Examination

The practical re-examination is identical with the procedure, tasks and deliverables described in sections 6.1 and 6.2 besides that most likely the candidate will be given another case study.

The practical examination can be re-taken twice. After failing a third attempt to pass the practical examination, a waiting period of one year after the submission of the last result is required. Any part of the CPUX-UR examination that has already been passed loses its validity and must be re-taken.

The cost of the practical re-examination is determined by the Certification body.

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

Re-examination may be handled by the original expert examiner or by another expert examiner.

7 Important changes compared to previous versions

Date, version	Change
03-08-2022, Version 3.1	In section 5.3, calculation errors corrected
19-07-2022, Version 3.0	• Chapter 3 modified to incorporate certification examination for CPUX-UR theoretical part only • New section 6.6 added to incorporate remote practical examination. • Inconsistencies in terms "certification body", "examination", "examination supervisor" and "expert examiner" removed. • Several sections editorially edited
28-09-2021, Version 2.2	Section 6.1 and 6.5 corrected (End time for practical examination corrected from 15:45 to 14:45).
17-03-2021, Version 2.1	Section 6.2.4 corrected (The title of the task is predefined for the examination).
10-03-2021, Version 2.0	Layout changed Content of former section 5 integrated into (new) section 5 Section 5 completely revised and restructured • New theoretical examination now consists of 40 multiple-choice questions • Remote examination now possible in addition to proctored examination Section 6.1: Timing modified to allow practical examination to start earlier in the day and be performed time-independent from theoretical examination New section 6.2.3.1 and 6.2.3.2 introduced to clarify how many user needs and user requirements have to be identified by the candidate and how they are assessed.