




CPUX-UR

Examination Regulations

Certified Professional in Usability and User Experience –
User Requirements Engineering
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Publisher: UXQB e. V.

Contact: info@uxqb.org

www.uxqb.org



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Preliminary note

The UXQB e.V. thanks IREB e.V. for providing the examination regulations for the “Certified Professional in Requirements Engineering - Advanced Level” as a basis for the examination regulations regarding “Certified Professional for Usability and User Experience - Advanced Level User Requirements Engineering”.

1 Scope

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

2 Prerequisites for the test

A prerequisite for taking the test 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 test without this certificate; no alternative certificates will be accepted.

3 Audit scope

The test consists of two parts.

Test part	Test form	Duration	See
1	Theoretical test	90 minutes	Chapter 5
2	Practical test	5 hours	Chapter 7

To successfully pass the CPUX-UR examination, both parts of the test must be passed. Each part of the of the test must be passed independently. A pre-requisite for taking part 2 of the test is that part 1 has been passed

Both parts of the test must be passed within a timeframe of 3 months, or else the whole test is not passed. This timeframe of 3 months applies to any testing situation, i.e. also when repeating test parts.

In order to receive the CPUX-UR certificate, a testee must score at least 70% of the maximum possible points in both the theoretical and the practical test.

In order to be accredited as a CPUX-UR trainer, a testee must score at least 80% of the maximum possible points in both the theoretical and the practical test.

4 Regulations that apply to both the theoretical and the practical test

4.1 Language

Both parts of the test have to be performed and responses documented in either English or German.

4.2 Confidentiality of test content

All people and institutions involved in the test are urged to keep the content of the test confidential and not to pass it on to any uninvolved third parties.

UXQB e.V. as well as any people or institutions involved in the test will assume no liability for any damage or claims that result from not complying with confidentiality regulations.

4.3 Notification of results and possible re-test

Notification of the result of each test part is sent to the e-mail address provided by the testee. The certificate is sent on paper by the certification body to the address provided by the testee.

Each test part can be repeated a maximum of two times. If a test part is not passed on the third attempt, a waiting period of one year has to be observed before a testee can repeat the whole test again. In this case, a test part that was passed also needs to be repeated.

If a test part is repeated, the allowed timeframe of 3 months for the whole test is always to be observed.

4.4 Objection

A testee can raise an objection against an assessment. The objection must be justified in written form. The objection must be filed within 14 days after the testee has received the notification of the test result. Before an objection can be processed, a fee must be paid which is set by the certification body.

The certification body transfers the objection to the expert tester responsible. The expert tester then reviews the objection and makes a respective statement in which he either agrees with the former assessment or makes a new assessment.

If the testee does not agree with the statement from the expert tester, he can appeal against it. In case of an appeal, the final decision about an objection lies with a neutral expert who has been accredited by the UXQB.

In the course of an objection, the assessment can be confirmed, but it can also be lowered or raised. It is not possible for the testee to revert to the previous assessment if the new assessment is lower.

The fee is refunded if an objection turns out to be justified, either in part or as a whole. Further claims are excluded.

When filing an objection regarding the marking of the theoretical test, the testee is not eligible to review the test questions or their answers.

4.5 Re-testing

A test may be repeated. The procedure is identical to the description in chapter 4.3. The cost of a re-test is defined by the certification body responsible.

5 Overview of the test procedure

The test for CPUX-UR consists of two parts:

- Part 1 - Theoretical test
- Part 2 - Practical test

The theoretical test and the practical test take place on the same day.

The testees arrive in the examination room no later than 9:00. All testees take part in the test in the same room.

The timetable is as follows:

- 09:00 - 09:15 Introduction to the test
- 09:15 - 10:45 Theoretical test
- 10:45 - 11:30 Break
- 11:30 Start of the practical test
- 11:30h – 11:45 Each testee reads the assignment to be completed and delivered in order to become familiar with it
- 11:45 - 12:15 Presentation of the video about a contextual interview and empiric data collection by the testees
- 12:15 - 17:15 Execution of practical test

6 Part 1 - Theoretical test

6.1 Procedure

Part 1 of the test is a theoretical test. No aids such as computers, seminar documents, textbooks or notes are allowed during the theoretical test. You must not communicate with others during the test. You may not leave the room during the test.

The test consists of multiple choice questions as well as open questions to be answered with free text responses.

6.2 Duration

The duration of the test is 90 minutes. You may hand in your test script earlier.

It is possible to extend the duration of the test to 105 minutes, under the following conditions:

- The test is performed in a language that is not the native language of the testee, AND
- the testee has filed a respective reasoned application when signing up for the test.

6.3 Assessment

The certification body sends the testee 's answers in anonymised form to an expert tester accredited by the UXQB for assessment.

The expert tester rates the answers within 4 weeks after receiving them, following a confidential check-list that is only available to expert testers.

7 Part 2 - Practical test

In the practical test, the testee must observe the execution of a contextual interview and then write down a context of use description on his 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 practical test.

7.1 Procedure

The procedure is as follows.

7.1.1 Start

The practical test starts at 11:30.

7.1.2 Equipment made available to the testee

Each testee receives:

- a) A short description of the goal for the context of use analysis
- b) A high-level 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 testee as listed in chapter 7.1.3)
- e) Writing paper

From 11:30 until 11:45, each testee has time to read the assignment and become familiar with it.

From 11.45 until 12.15 each testee 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 test participants can see and hear it at the same time (e.g. using a projector).

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

7.1.3 Overview of work products to be delivered by the testee

At 12:15, after the video presentation, the testee has until 17:15 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 chapter 7.2.1)
2. Naming of further user groups that appear in the contextual interview (For details see chapter 7.2.2)
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 7.2.3)
4. A list of user requirements assigned to a certain task and its sub-tasks (For details see 7.2.4)
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”)

7.2 Tasks to be completed and delivered by the testee - Details

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

The testee 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 testee at the start of the test 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 testee, 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 be the tester at the beginning of the test)	Here, the testee writes down the as-is scenario from the video presentation relating to the question

Figure 1: Table for documenting the as-is scenario

7.2.2 Naming other user groups appearing in the contextual interview

The testee 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 testee if applicable. Name:
3	To be added by the testee if applicable. Name:
...	

Figure 2: Table for naming user groups

7.2.3 A 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 testee must analyse the as-is scenario using a three-column table (see Figure) with regard to:

- a. identified user needs
- b. derivable user requirements (qualitative ones only)

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 testee	Evaluation not required	Evaluation not required
Question 4	Text of the as-is scenario (filled out beforehand)	To be filled out by the testee	To be filled out by the testee
		N1: N2: ... N3: ...	UR1: ... UR2: ... UR3: ... UR4: ... UR5: ...

Figure 3: Table for analysing the as-is scenario

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7.2.4 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 7.2.3), the testee must assign each user requirement to the right sub-task of a task. Figure shows the table for the documentation of the testee. Again, enough pre-printed pages are provided. It might be that one user requirement belongs to more than one sub-task.

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

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

Figure 4: Table for assignment of user requirements

7.2.5 Observed behavioural errors made by the interviewer in the video

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

7.3 Handwritten form

The practical test has to be done in handwritten form. This way, electronic communication with others during the test can be prevented and test documents cannot be easily copied.

7.4 Breaks during the practical test

The testee may take breaks within the examination room. Leaving the room is only allowed in order to go to the bathroom. It is recommended that the testee brings some drinks and food for the test day. A testee may only leave the room if all other testees are in the room. This way, communication among testees is prevented.

7.5 Handing over the test documents

The testee must hand in his test documents to the tester no later than 17:00. After 17:00, the tester will not accept any further test documents.

7.6 Assessment

The certification body sends the testee 's answers for the practical test to an expert tester accredited by the UXQB for assessment.

The procedure is as follows.

- a) The expert tester rates the answers within 4 weeks after receipt, following a check list that can be made available to testees during the test if requested, or that can be requested from the UXQB.

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

- b) During the assessment, the expert tester may contact the testee via e-mail in case of any questions.
- c) The testee must answer such an e-mail within 72 hours. If no answer is provided within that timeframe, the respective part of the test is considered failed.