



Examination Regulations

Certified Professional for Usability and User
Experience – Usability Testing and Evaluation
(CPUX-UT)

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Contents

| | | |
|-----------|--|-----------|
| 1 | Scope | 3 |
| 2 | Preconditions for Examination | 3 |
| 3 | Overview | 4 |
| 4 | Common Rules for the Theoretical and the Practical Examinations | 5 |
| 4.1 | Language | 5 |
| 4.2 | Confidentiality of the Contents of the Examinations | 5 |
| 4.3 | Information about Results and Re-Examinations | 5 |
| 4.4 | Objections | 5 |
| 5 | Part 1 of the Examination – Theoretical Examination | 7 |
| 5.1 | Procedure | 7 |
| 5.2 | Duration of the Examination | 7 |
| 5.3 | Examination Assessment | 8 |
| 6 | Part 2 of the Examination – Practical Examination | 9 |
| 6.1 | Overview | 9 |
| 6.2 | Registration | 9 |
| 6.3 | Approach | 9 |
| 6.4 | Regulations for Training Providers who Offer Infrastructural Support in Connection with the Practical Examination..... | 11 |
| 6.5 | Duration of the Examination | 12 |
| 6.6 | Premature Termination of an Examination | 12 |
| 6.7 | Handing in the Results of the Practical Examination..... | 12 |
| 6.8 | Assessment..... | 13 |
| 6.9 | Contact Information | 14 |
| 7 | Template for Confirming the Registration for the Practical Examination | 15 |
| 8 | Template for Task Description for the Practical Examination | 16 |
| 9 | Declaration of Original Work | 17 |
| 10 | Important changes compared to previous versions | 18 |

Preliminary Note

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 - Usability Testing and Evaluation.

1 Scope

This document defines the examination regulations for the certification program:

Certified Professional for Usability and User Experience – Advanced Level

with respect to the following module:

Usability Testing and Evaluation (CPUX-UT).

2 Preconditions for Examination

A precondition for participating in a Certified Professional for Usability and User Experience – Usability Testing and Evaluation (CPUX-UT) examination is that the candidate has successfully obtained the Certified Professional for Usability and User Experience - Foundation Level (CPUX-F) certification from the UXQB e.V.

If the candidate has not achieved prior CPUX-F certification, participation in the CPUX-UT examination is not possible under any circumstances.

3 Overview

The examination consists of two separate components:

| Examination Component | Examination form | Duration | For more information see |
|-------------------------|------------------|------------|--------------------------|
| Theoretical examination | Written | 90 minutes | Section 5 |
| Practical examination | Practical | One week | Section 6 |

In order to achieve CPUX-UT certification, the candidate must pass both the theoretical examination and practical examination. The two examination components are independent. The candidate may sit the theoretical examination either before or after the practical examination.

The candidate must complete the second examination component within a period of 3 months of participation in the first component. If the participant fails one or both examination components, both examination components including re-examinations must be completed within a period of 6 months of participation in the first component. After these periods have expired, any component which has been successfully completed loses its validity and must be re-taken.

To successfully achieve CPUX-UT certification, the candidate must score at least 70 of 100 possible points in both the theoretical and the practical examination components.

In order to be allowed to work as a trainer for the CPUX-UT program, the candidate must score at least 80 of 100 possible points in both the examination components.

4 Common Rules for the Theoretical and the Practical Examinations

4.1 Language

Examination questions and tasks are provided in German or English. Answers must be submitted in German or English, matching the language in which the questions and tasks are provided.

4.2 Confidentiality of the Contents of the Examinations

All 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 e.V. 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 and Re-Examinations

Notification of the result of an examination component is sent by email to the email address provided by the candidate. The certificate is sent by ordinary mail by the Recognized Certification Body (RCB) to the postal address provided by the candidate.

Each certification component can be re-taken twice. After failing a third attempt to pass an examination component, a waiting period of one year after the second re-sit is required. Any examination component that has already been passed must be retaken.

When repeating parts of an examination the deadline of 3 months must be observed.

The costs of re-examinations are determined by the RCB.

4.4 Objections

A candidate may object against the result of an examination component. The objection must be made in writing and be submitted to the RCB within 14 days after the candidate was informed of the result of the assessment. In addition, a fee determined by the RCB must be paid before the objection can be processed.

The RCB then forwards the objection to the examiner. The examiner considers the objection and submits a response to the RCB, which forwards the response to the candidate. The response either confirms the result of the examination component or provides a revised assessment.

If the candidate is dissatisfied with the decision of the examiner, the candidate may appeal the examiner's decision. In case of an appeal, the objection is evaluated by a neutral expert accredited by the UXQB e.V. The decision of the neutral expert is final.

In case of an objection, the result of an examination component may be confirmed, increased or lowered. If the assessment is lowered, the candidate is not entitled to retain the original result.

If an objection raised by a candidate is considered partly or fully correct, the examination fee is refunded in full. No further claims for reimbursement or compensation (e.g.: module training fees and associated expenses) are permitted.

An objection to a written exam does not entitle candidates to view the examination questions or their answers.

5 Part 1 of the Examination – Theoretical Examination

5.1 Procedure

The theoretical examination takes the form of a written examination with 40 multiple-choice questions.

Thirty of the forty questions are two-point questions. The remaining ten questions are four-point questions.

No study aids such as the curriculum text, seminar documentation, textbooks, personal notes, computers or other electronic devices are allowed to be consulted or used during the examination period.

One specific exemption is made; a dedicated paper dictionary for translating written text from the examination paper to the first language of the candidate is allowed to be used during the examination.

Communication with others during the examination is strictly forbidden..

During the examination, candidates are only allowed to leave the room in which the examination takes place if they finish their examination by handing in their answers to the examination questions.

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.

A candidate may request 15 minutes additional time for the examination – that is, 105 minutes instead of 90 minutes – under certain circumstances. The request must be submitted in writing at least two working days before the start of the examination. The request will be granted if the examination is carried out in a language that is not the first language of the candidate. The Recognized Certification Body (RCB) is entitled to request that the candidate provide evidence to verify the request. If a candidate submits information which is subsequently proven to be incorrect, the candidate will be excluded from the examination. If the candidate has already been issued with a certificate and is subsequently proven to have submitted incorrect information, the certificate will be revoked.

Other special requests from candidates for time extensions based on the symptoms of a permanent or temporary cognitive, learning or physical disability will be considered on a case-by-case basis. These special requests should be made in writing at least 10 working days before the examination. The Recognized Certification Body (RCB) is entitled to request that the candidate provide evidence to verify the request.

5.3 Examination Assessment

Two-point questions:

- a) If a question has one correct answer, award 2 points if the candidate has marked solely the correct answer.
- b) If a question has two correct answers, award 1 point for each correctly marked answer. Subtract 1 point for each incorrectly marked answer.
- c) If a question has three correct answers, award $\frac{4}{3}$ point for each correctly marked answer. Subtract $\frac{4}{3}$ point for each incorrectly marked answer.

Four-point questions:

- a) If a question has one correct answer, award 4 points if the candidate has marked solely the correct answer.
- b) If a question has two correct answers, award 2 points for each correctly marked answer. Subtract 2 points for each incorrectly marked answer.
- c) If a question has three correct answers, award $\frac{8}{3}$ points for each correctly marked answer. Subtract $\frac{8}{3}$ points for each incorrectly marked answer.

The total score for a question can never be negative.

The answers to the examination questions are evaluated by the RCB. The RCB communicates the results of the evaluation to the candidate by email within a week of the examination date.

5.4 Re-Examination

The theoretical re-examination is similar to the regular theoretical examination. The re-examination consists of 10-15 questions that must be answered in free text form in handwriting.

The RCB forwards the anonymized results of the re-examination submitted by the candidates to an examiner for assessment. The examiner is an expert, who is accredited by the UXQB.

The assessment of each question is expressed as a percentage of the correct answer. The relative weighting of each question is shown in the written examination.

6 Part 2 of the Examination – Practical Examination

The practical examination consists of planning, conducting and documenting the results of a usability test.

6.1 Overview

The timeline of the practical examination is as follows:

| Event | Information |
|---|---|
| The candidate registers for the practical examination | <p>The candidate receives a confirmation of the registration for the practical examination from the Recognized Certification Body (RCB). The examiner receives a copy of the confirmation.</p> <p>See the example in Section 7.</p> <p>The RCB also sends the candidate information about how to access the file server where the results must be uploaded.</p> |
| The 7-day period of the practical examination starts | <p>The candidate receives the task description for the practical examination from the RCB.</p> <p>See the template in section 8.</p> |
| Submitting the results of the practical examination | <p>The candidate uploads the results described in section 6.7 to the designated fileserver.</p> |

6.2 Registration

The candidate registers for the practical examination by sending an email to the RCB.

The practical examination period lasts one week. Each candidate selects a starting date for the practical test that fits their own workload. The selected starting date must be a normal working day (Monday – Friday) between 09:00 - 16:00. The starting date selected by the candidate must be specified in the registration email. The starting date should be chosen so that the candidate has 8-20 hours at their disposal to complete the test in the 7 day period.

6.3 Approach

The practical examination consists of planning, conducting and documenting the results of a usability test of an interactive system determined by the UXQB. Each candidate must plan and conduct a usability test, and document the results on video and in a report without assistance from others.

A detailed description of the approach is:

- a) On the starting date selected by the candidate the RCB will send the participant an exact description of the task. The task description names the website to be tested and briefly outlines the purpose of the usability test.

The RCB ensures that all participants in a training course receive different task descriptions. While the task descriptions may be worded similarly, there will be a unique element for each candidate to prevent collaboration. For example, the general task description may specify that each candidate conduct a usability test of a website providing weather information, but each candidate will be given a different URL to test.

- b) In order to simplify the recruitment process for candidates, the interactive system to be tested is always publicly available and is relevant to a large part of the population. An example of a website that the UXQB could use in a practical examination is www.accuweather.com. See the template in section 8.
- c) The usability test must be conducted with four test tasks and 3 test participants. Additional pilot test sessions are permitted. All test participants must belong to the same primary user group of the website. This user group must be identified and described in the usability test report. Usability professionals, people who design and implement IT-systems, and IT-system administrators are not allowed as test participants.
- d) Each usability test session must last a minimum of 15 minutes and a maximum of 30 minutes. This time is measured from the moment the test participant arrives in the test room until the test participant leaves the test room.
- e) Each usability test session must be recorded on video. The video must be unedited and must show the complete usability test session from the moment the test participant authorizes the video recording until the moment the test participant leaves the test room. The video must show:

- (1) Briefing,
- (2) Pre-Session Interview,
- (3) Moderation,
- (4) Post-Session Interview.

Each video recording must show

- (1) The test participant's interaction with the asset being tested (screen recording)
- (2) Frontal view of the test participant and the moderator. Both individuals must be visible and their actions and statements must be comprehensible in context.

The required hardware for the video recording is a camera, a tripod and a computer with which to access the asset to be tested. We strongly advise against using the built-in webcam in a laptop because the angle of vision of such webcams is insufficient and thus requires

awkward positioning of the moderator relative to the test participant.

Candidates may use their own software for the recording or download free trial versions of suitable software, for example Camtasia or Morae from TechSmith.

We recommend that the face of the test participant and the moderator are integrated as picture-in-picture in the video recording.

- (3) A clear sound recording is important. We recommend testing the recording set-up with a trial run and using a separate microphone.
- f) The candidate must hand in the results of the practical examination to the RCB no later than 7 days after receiving the task description. For more information, see section 6.5 and 6.7.

6.4 Regulations for Training Providers who Offer Infrastructural Support in Connection with the Practical Examination

CPUX-UT training providers may offer candidates limited infrastructural and technical support to complete the practical examination.

Training providers may offer candidates the following support for preparing and conducting usability test sessions:

- a) Suitable rooms and catering.
- b) Representative usability test participants.

When registering the examination, the training provider must inform the RCB that infrastructural and technical assistance will be offered. The RCB will ensure that the candidates receive tasks that are as different as possible so that test participants can participate in multiple usability test sessions with different candidates. For example, a test participant may participate in a usability test session with one candidate and then in another usability test session with another candidate using a different website.

- c) IT and associated equipment, such as a computer, external webcam or other camera, tripod and video recording software.
- d) Support in using the equipment and troubleshooting and resolving technical problems.

Training providers must observe the following conditions:

- e) Whenever several candidates are in the same room, a representative from the RCB must be present to supervise the candidates.
- f) Assistance in preparing, conducting, reviewing, or analysing the results of usability test sessions must not be provided. Qualified CPUX-UT trainers and individuals who have gained CPUX-UT certification must not be present.
- g) Candidates are not permitted to communicate with each other during the practical examination.

Training providers may charge a fee for this support, which is often offered on the day after the training course.

6.5 Duration of the Examination

The candidate must hand in the results of the practical examination to the RCB no later than 7 days after receiving the description of the task.

Example: If you start your practical examination on Tuesday 21 February at 14:00, you must submit the results no later than Tuesday 28 February at 23:59.

In our experience, candidates spend 8-20 hours completing the practical examination. Candidates are not required to report the actual time spent on the practical examination. The actual time spent does not impact the scoring of the practical examination.

If the candidate does not hand in the results of the practical examination in due time, they will be deemed to have failed the practical examination component. Please note the three-month limit for completing both components of the CPUX-UT examination, which is defined in section 3.

6.6 Premature Termination of an Examination

Under certain conditions a candidate may terminate a practical examination prematurely without handing in any results. An appropriate request must be sent immediately by email to the RCB. The request must be justified. The RCB is entitled to verify the stated reasons. If a candidate submits information which is subsequently proven to be incorrect, the candidate will be excluded from the examination. If the candidate has already been issued with a certificate and is subsequently proven to have submitted incorrect information, the certificate will be revoked.

The “Certain conditions” mentioned in the previous paragraph are limited to important conditions directly affecting candidate’s personal life, for example serious illness, need for care, or death of a close relative. Work conditions such as high workload due to a deadline for an important project do not justify premature termination because they are part of normal work conditions and must be considered by the candidate when scheduling the practical examination.

After the RCB has accepted a premature termination of an examination, the candidate may request another practical examination free of charge.

6.7 Handing in the Results of the Practical Examination

The results of the practical examination that must be submitted for assessment by the candidate are:

a) Usability test report:

The usability test report must describe and justify the identified primary user group in accordance with section 6.3.c.

At least three of the usability problems described in the usability test report must be accompanied by appropriate recommendations for improvement.

b) Videos of usability test sessions:

Video recordings must be in mp4- or wmv-format; they must be viewable in the Windows operating system. Video recordings must be raw – that is, uncut and unedited.

The length of the video of a usability test session must not exceed 30 minutes.

If a candidate carries out more than three usability test sessions, only videos from three usability test sessions must be submitted for assessment, and the usability test report must contain only results that can be attributed to one or more of these three usability test sessions.

c) Recruitment screener:

The candidate must create and hand in a recruitment screener, even if the actual recruitment is carried out by the training provider as described in section 6.4.b.

d) All information that the candidate has sent to each usability test participant ahead of the usability test.

The candidate must create and hand in this information, even if the actual recruitment is carried out by the training provider as described in section 6.4.b.

e) A copy of the consent agreement that the test participants have signed. An unsigned copy suffices.

f) A signed declaration where the candidate confirms that they have received no assistance from others in completing the assessment. A template for this declaration can be found in section 9.

Results are submitted by uploading files containing the documents to a password-protected file server, which is accessible only to the candidate, the RCB, and the examiner. Information about the file server is contained in the confirmation of the registration for the practical examination, see section 8.

Text documents must be submitted in pdf-format. The candidate is responsible for the legibility of the pdf-documents. If the pdf-documents are wholly or partly unreadable, the practical examination will be considered failed.

The total size of the deliverables submitted must be 500 MB or less. If necessary, the videos must be compressed.

6.8 Assessment

The RCB forwards the anonymized results submitted by the candidates to an examiner for assessment. The examiner is an expert, who is accredited by the UXQB.

The assessment process is as follows:

- a) Examiners strive to assess examination results within 4 weeks after receipt as far as reasonably possible. The assessment is conducted in accordance with a checklist, which is publicly available on UXQB's website (this is in contrast to the theoretical examination).

The examiner may consider significant deviations from commonly recognized practice described by the participant, even if the deviations are not explicitly covered by the checklist.

- b) During the timeframe for evaluating the results from the practical examination, the examiner may contact the candidate by email if they have any questions, or require clarification on issues with any part of the submitted assessment.

The candidate must answer any questions from the examiner, or clarify any issues raised within 3 weeks. If the candidate refuses to answer the questions, or if the candidate does not respond, the practical examination component will be considered failed.

6.9 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.

7 Example of Confirmation of Registration for the Practical Examination

Dear [Candidate Title and Surname].

Thank you for registering for the practical examination for UXQB® Certified Professional for Usability and User Experience – Usability Testing and Evaluation (CPUX-UT).

As requested by you, we will send your task description on [Month, Day, Year] at [Time] to this email address.

Best regards,

Your Certification Team

8 Template for Task Description for the Practical Examination

Please conduct a usability test of the website:

www.accuweather.com

The test should be conducted with three representative users without previous knowledge of the website and significant knowledge on the subject of meteorology. A pilot usability test session is not required. A usability lab is not required.

The purpose of the usability test is to identify usability problems related to the following general tasks:

- a) Determine current weather in a given city
- b) Find weather forecast for a given city

Please write four suitable usability test tasks that cover these general tasks.

For this usability test, please observe the rules in the following documents

- a) *'CPUX-UT Examination Regulations'*, in particular the section *'Part 2 of the Examination – Practical Examination'*
- b) *'CPUX-UT Curriculum'*
- c) *'CPUX-F Curriculum'*.

If you decide not to strictly adhere to one or more rules in the above documents in this usability test, please explain your concerns and rationale in an appendix at the end of your usability test report.

A description of the results that you must hand in at the end of the examination period is provided in the section *'Handing in the Results of the Practical Examination'* in the *CPUX-UT 'Examination Regulations'*.

[Note for the Certification Provider: Add instructions for how the candidate should upload the results of the usability test, including information about the file server and required passwords.]

9 Declaration of Original Work

I hereby declare that all work completed and submitted to satisfy the requirements of the practical examination for *Certified Professional for Usability and User Experience – Usability Testing and Evaluation (CPUX-UT)* is my own and I have received no assistance from any other individual(s), except for technical assistance as outlined in the *CPUX-UT Examination Regulations* in section 6.4.d. I have neither shared my task description nor information about the examination task with others before, during or after the practical examination.

I am aware that infringements of this declaration will lead to denial of the CPUX-UT certificate. Infringements may be detected through the comparison of submitted examination results by the examiner, for example.

Place and Date

Name (print)

Signature

10 Important changes compared to previous versions

| Date, version | Change |
|-----------------------------|--|
| 04-01-2016, Version 1.03 | First version |
| 12-10-2016, Version 1.06 | <p>Theoretical examination changed to 40 multiple choice questions instead of free text questions</p> <p>Number of required test tasks in practical examination reduced from five to four</p> |
| 01-03-2017, Version 1.07 | <p>A theoretical re-examination consists of approximately 15 questions that must be answered in free text.</p> <p>A section about the assessment of the theoretical examination has been added in section 5.3.</p> <p>Usability professionals, people who design and implement IT-systems and IT-system administrators are not allowed as test participants.</p> <p>Description of how to handle usability tests with more than 3 participants added in section 6.7.b.</p> |