




CPUX-DS

Examination Regulations

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1 Scope

This document regulates the examination for acquiring the “Certified Professional for Usability and User Experience – Advanced Level” certificate for the module “Designing Solutions” (CPUX-DS).

2 Prerequisite 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 for 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 two parts.

Examination Part	Examination Form	Duration	See
1	Theoretical test	90 minutes*	Chapter 5
2	Practical test	8 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-DS examination, either

- both parts of the examination must be passed, leading to the Certificate CPUX-DS - Theory & practice or
- only the theoretical examination must be passed, leading to the Certificate CPUX-DS – 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-DS - 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-DS - 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-DS - 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-DS trainer, a candidate must be holder of the certificate “CPUX-DS - 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-DS 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-DS 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

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:

- c. If a question requires one correct answer, 3 points are awarded for a correctly marked answer.
- d. 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.
- e. 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-DS 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:

- 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. 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-DS 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

In the practical examination, the candidate is given five tasks that represent design activities from the design process. These tasks are distributed separately according to the timetable in this chapter, in case of a remote exam, the candidate receives one envelope for each task: For each task, the candidate receives instructions, task material (information and work sheets), and answer sheets in the form of templates or tables. The candidate works on the task and, after the allotted time, turns in the answer sheets. The candidate must retain their notes and the task materials. Only the result sheets must be handed in after each task.

Only the front page of the sheet must be written on. Results written on the back side of any sheet are not included in the grading. If a candidate needs extra answer sheets, the adjudicator will provide them.

Aids, including computers, seminar documents, textbooks, or notes, are not allowed during the practical examination.

The examination supervisor should announce the remaining time for an exercise, periodically, to help the candidates manage their time effectively.

6.1 Procedure

The candidates must arrive in the examination room no later than 09:00. All candidates will take the test in the same room.

The timetable is as follows:

09:00 - 09:15	Instructions, timetable
09:15 - 09:25	Introduction
09:25 - 10:45	Exercise 1
10:45 - 11:00	Break
11:00 - 11:45	Exercise 2
11:45 - 11:55	Break
11:55 - 12:40	Exercise 3
12:40 - 13:40	Break
13:40 - 16:00	Exercise 4
16:00 - 16:15	Break
16:15 - 17:00	Exercise 5

6.1.1 Equipment the candidate is given during the examination

For every task, besides writing paper, each candidate will receive information material, which must be kept with them until the end of the examination. Each candidate will also receive answer sheets in the form of templates and tables to document the responses to the task. The following table illustrates the materials the candidate will be given during the course of the examination.

Exercise no.	Work sheets	Answer sheets
Examination Procedure	<ul style="list-style-type: none"> • Instructions • Timetable 	<ul style="list-style-type: none"> • None
Introduction	<ul style="list-style-type: none"> • Project Briefing 	<ul style="list-style-type: none"> • None

Exercise no.	Work sheets	Answer sheets
1	<ul style="list-style-type: none"> User group profile Persona Task model for the design 	<ul style="list-style-type: none"> Table to fill in the interaction specification
2	<ul style="list-style-type: none"> Finalised interaction specification 	<ul style="list-style-type: none"> Table for identified and enriched task objects
3	<ul style="list-style-type: none"> Overview of task objects 	<ul style="list-style-type: none"> Template for documenting the schematic representation of the information architecture Template for the explanation of the information architecture
4	<ul style="list-style-type: none"> Documentation of the revised information architecture 	<ul style="list-style-type: none"> Templates for views (8 copies) Template for describing the interaction Template for describing considered heuristics
5	<ul style="list-style-type: none"> Summarised results of the card sorting 	<ul style="list-style-type: none"> Template to compare the card sorting results to the information architecture Template for evaluating the comparison and Describing the actions required for the rest of the project

In a proctored exam, the participant will be provided additional answer sheets by the examination supervisor, if necessary.

6.1.2 Equipment the candidate needs to bring to the examination

The candidate must have their own prototyping equipment available. This includes:

- a fine pen or pencil;
- a medium-fine pen or pencil; and
- two crayons or coloured pens to highlight aspects of the prototype.

6.1.3 The work products candidates will deliver during the examination:

- Table containing the interaction specification
- Table containing three enriched task objects
- Completed information architecture template
- Documentation of the structure of the task objects in the information architecture
- Multiple sketches (low-fidelity prototype)
- Description of the interaction of the user with the prototype
- Comparison between card-sorting results and information architecture, including an evaluation of the comparison and actions for further course of the project.

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

- Exercise 1
 - Create interaction specification in tabular form
- Exercise 2
 - Derive and enrich three task objects
- Exercise 3
 - Create an information architecture by relating the task objects with connection paths
- Exercise 4
 - Create a low-fidelity prototype
 - Describe the interaction
 - Apply heuristics
- Exercise 5
 - Compare card sorting and information architecture
 - Evaluate the results
 - Derive actions based on the results

A complete practice test can be found in the document “Public Example Test”; this can be downloaded from www.uxqb.org

6.3 Handwritten form

The practical examination has to be done in handwritten form.

6.4 Breaks during the practical examination

Breaks can only be taken during the allocated time period (see timetable in chapter 6.1).

6.5 Handing over the examination documents

At the end of each task, candidates must turn in their answer sheets with their responses or in case of a remote exam put them in the corresponding envelope. The answer sheets for the last task must be turned in by 17:00; answer sheets will not be accepted after 17:00.

The exam will end at 17:00. At this time, all documents, including worksheets, notes, and all answer sheets – used or unused – must be turned in. The candidates must not take any paper from the examination.

6.6 Important notes for examination supervisors

At the beginning of the examination, the adjudicator reminds the candidates to ensure that the answer sheets are neatly written and clearly expressed. Results can only be evaluated well if they are easy to understand and readable.

When individual tasks are handed in, the adjudicator makes sure that only answer sheets and not worksheets are collected. The worksheets contain important information that is required for the completion of examination tasks and therefore remain with the examinee until the end of the entire examination.

6.7 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.

6.8 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.
- b. 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.
- c. During the assessment, the expert examiner may contact the candidate via e-mail in case of any questions.
- d. 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.

6.9 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. This information is used by the Certification body and the expert examiner.

6.10 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.

6.11 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.

6.12 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-DS 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 to this Document

Date, Version	Changes compared to version 1.0, 2 October 2020 and version 1.1, 31 January 2021
03-08-2022, Version 2.1	<ul style="list-style-type: none"> In section 5.3, calculation errors corrected
19 July 2022, Version 2.0	<ul style="list-style-type: none"> Chapter 3 modified to incorporate certification examination for CPUX-DS theoretical part only New section 6.7 added to incorporate remote practical examination. Inconsistencies in terms “certification body”, “examination”, “examination supervisor” and “expert examiner” removed. Several sections editorially edited.
14 April 2021, Version 1.2a	<ul style="list-style-type: none"> The time limit for passing both parts of the exam was changed from three to six months.
5 March 2021, Version 1.2	<ul style="list-style-type: none"> Section 3: Based on the experience of several examinations, the duration of the examination has been increased from 7:30 hours to 8 hours. In future, 10 minutes more time will be available for task 1 and 20 minutes more time will be available for task 4. Section 7.1: The time schedule has been adjusted accordingly. Section 7.3: The stated time at the end of the exam has been adjusted accordingly. Section 7.1.1: Names of worksheets have been corrected. A new section 7.4 with important notes for adjudicators has been added.