



# CPUX-UT Examination Regulations

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## 1 Scope

This document defines the examination regulations for the certification module

*Certified Professional for Usability and User Experience – 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.

Participation in the CPUX-UT examination is not possible under any circumstances if the candidate has not achieved CPUX-F certification. However, candidates are allowed to participate in CPUX-UT training even if they have not achieved CPUX-F certification.

### 3 Overview

The examination consists of two separate components:

| Examination component   | Examination format                      | Qualifying mark      | Duration    | For more information see |
|-------------------------|---|----------------------|-------------|--------------------------|
| Theoretical examination | Written, multiple-choice                | 70 points out of 100 | 90 minutes* | Section 4 and 5          |
| Practical examination   | Plan, conduct and report usability test | 70 points out of 100 | One week    | Section 4 and 6          |

\* 105 minutes instead of 90 minutes if the examination is carried out in a language that is not the first language of the candidate.

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

The candidate must pass both examinations within six months of taking the first examination. This time period includes any re-examinations, periods of illness, periods of other heavy workload, etc. Once this period has expired, any part of the CPUX-UT examination that has been passed loses its validity and must be re-taken.

Examples:

- a) A candidate takes the theoretical examination on March 1 and passes.  
In order to achieve CPUX-UT certification, the candidate must hand in acceptable results from the practical examination on or before August 31 in order to pass the CPUX-UT examination.
- b) A candidate takes the theoretical examination on March 1 and fails.  
The candidate hands in results from the practical examination on April 1 and fails.  
The candidate takes the theoretical re-examination on July 15 and passes.  
The candidate hands in results from the practical examination on August 30 and passes.  
The candidate has passed the CPUX-UT examination
- c) A candidate takes the theoretical examination on March 1 and passes.  
The candidate starts the practical examination on August 24. Just before uploading the deliverables on August 31 the candidate by mistake irrecoverably deletes one of their 3 videos and is thus not able to hand in the deliverables in time. A new video is ready on September 2.  
The candidate has failed the practical examination and must re-take both the theoretical

and the practical CPUX-UT examination.

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

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 theoretical and the practical examinations.

### **3.1 Abbreviations used in this document**

RTP = Recognised Training Provider

RCB = Recognised Certification Body

## **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 Recognised Certification Body (RCB) 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 of the examination.

Examples:

- a) No refund will be given if the candidate completes the theoretical examination but never attempts to 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 6.8.a, item 1-10.

In this case, the RCB 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 RCB and the examiner solely for evaluating the candidate's grade and documenting the compliance of the evaluation with the CPUX-UT Examination Regulations.

The 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 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 RCB 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.

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

## 5 Part 1 of the examination – Theoretical examination

A theoretical examination can be either proctored or remote.

### 5.1 Common rules for proctored and remote 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.

30 of the 40 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, 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 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-English (or a German-German) paper dictionary.

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

An examination may take place using paper and pencil or dedicated devices, for example tablets, supplied by the RCB. Private computers owned by a candidate or the RTP must only be used for the examination if the software system has been approved by the UXQB.

### 5.3 Procedure for remote examinations

In a remote examination, the candidate answers the test questions in a closed room using their own computer running a system provided by the Certification Provider. During the examination, the candidate is observed by video and audio by an examination supervisor. At any time, the examination supervisor may intervene and ask the candidate to point the video camera to any location in the room to ensure that no help is provided.

No aids are allowed; for example, dictionaries and notes are not allowed. Candidates are not allowed to make notes.

### 5.4 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 RCB. Such requests should be made by calling the RCB at least 10 working days before the examination.

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

### 5.5 Examination evaluation

Two-point questions:

- a) If a question requires one correct answer, 2 points are awarded for a correctly marked answer.
- b) If a question requires two correct answers, 1 point is awarded for each correctly marked answer. 1 point is subtracted for each incorrectly marked answer.
- c) If a question requires three correct answers, 2/3 point is awarded for each correctly marked answer. 2/3 point is subtracted for each incorrectly marked answer.

Four-point questions:

- d) If a question requires one correct answer, 4 points are awarded for a correctly marked answer.
- e) If a question requires two correct answers, 2 points are awarded for each correctly marked answer. 2 points are subtracted for each incorrectly marked answer.
- f) If a question requires three correct answers, 4/3 point is awarded for each correctly marked answer. 4/3 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.

If the number of marked answers is less than the specified number of correct answers, the score is computed according to the rules specified at items a, b, c, d, e and f above. For example, if a two-point question has two correct answers and only one answer is marked and this answer is correct, the score is 1 point.

Scoring examples for a two-point 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 point.
- d) The candidate marks two answers and both are wrong:  
they are awarded 0 points.
- e) The candidate marks two answers, one is correct and one is wrong:  
they are awarded  $1-1 = 0$  points.
- f) The candidate marks two answers and both are correct:  
they are awarded  $1+1 = 2$  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 RCB.

### 5.6 Examination results

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

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

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

If the examination follows a training by an RTP, the RTP may request a list from the RCB containing the achieved score for each question, the learning objective that each question refers to, and the overall score. This information is provided for each candidate participating in the examination. The list must be anonymous; the names of the candidates must not be included, because otherwise the list contains sensitive personally identifiable data.

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

### 5.7 Objection

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

Examples of procedural errors are:

- a) The RCB representative shows up late or not at all;
- b) Serious problems in the examination questions, for example unreadable questions, outdated questions, wrong questions (for example CPUX-UT questions for a CPUX-F examination), more or less than 40 questions, or the same question is repeated.

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

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

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

- c) Conduct a new examination at the same venue as the disputed examination free of charge;
- d) Provide a full refund of the fee paid for the examination if the candidate decides not to repeat the examination;
- e) Increase or lower the score for the candidate appropriately. If the score is lowered, the candidate is not entitled to retain the original score. 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.

### **5.8 Appeal regarding procedural errors in conducting an examination**

If the candidate is dissatisfied with the decision of the RCB or the RTP regarding procedural errors in conducting an examination, the candidate may appeal the decision. The appeal must be substantiated. It must be made in writing. It must be submitted to the UXQB ([info@uxqb.org](mailto: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.

## 5.9 Inspection of records

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

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

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

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

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

## 5.10 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-UT 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 RCB.

A candidate who has passed the theoretical 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.

## 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 Recognised 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 9.</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 to Friday) between 09:00 - 16:00. The starting date selected by the candidate must be specified in the registration email. The starting date chosen should be such that the candidate has 10-30 hours at their disposal to complete the examination 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 candidate 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 candidates in a training course receive different task descriptions. The RCB should aim at giving candidates from the same company different task descriptions, even if they participate in different courses. 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](http://www.accuweather.com). See the template in section 9.

If the designated website changes during the practical examination period so it is no longer suitable for the usability test, the candidate must inform the RCB immediately. The RCB and the examiners will check the website immediately. If the website is indeed unsuitable for the usability test, the candidate will get a new task description for the practical examination. Otherwise the examination will continue

- c) The usability test must be conducted with four test tasks and three test participants. Additional pilot usability test sessions are permitted.

All test participants must belong to the user group defined in the task description. Usability professionals, people who design and implement IT-systems, and IT-system administrators are not allowed to be test participants.

- d) Each usability test session must be recorded on video. See section 6.7.b regarding the minimum and maximum length of the video.
- e) 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 end of the debriefing. The video must show:
1. Briefing;
  2. Interview of the test participant;
  3. Moderation;
  4. Debriefing.

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. It must be possible to see when the moderator takes notes.

The required hardware for the video recording is a webcam, 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.

The faces of the test participant and the moderator must be integrated as picture-in-picture in the video recording.

3. A clearly audible sound recording is important. We recommend testing the recording set-up with a trial run and using a separate microphone.
- f) A number of options are available for conducting the usability test sessions:
1. Face-to-face. The test participant and the moderator are in the same room. Please read section 11, Covid 19 precautions.
  2. Remote, free of charge. Use a conferencing tool for the remote session. The test participant shares their screen with the moderator. The moderator uses a screen recorder on their computer to record the shared screen, a video of the test participant and a video of the moderator. A built-in laptop camera may work for the test participant. The moderator will need a separate webcam
  3. Remote, payment required. Use a conferencing tool that supports recording of the remote usability test session including video of the test participant and the moderator. It is the responsibility of the moderator to ensure that the provider of the video conferencing tool stores the video recordings in accordance with the GDPR rules.
- g) 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 sections 6.5 and 6.7.
- h) The candidate must plan, conduct and document the usability test without assistance from others. Support in using the equipment, troubleshooting and resolving technical problems is permissible.

The correct approach to starting a usability test session in accordance with section 6.3.e is described in the definition of Briefing in the CPUX-UT Curriculum.

### **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 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, tripod and video recording software.
- d) Support in using the equipment as well as troubleshooting and resolving technical problems.

Training providers must observe the following safeguards:

- 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 obtained 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 the infrastructural support.

### **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 the candidate starts the practical examination on Tuesday, February 21 at 14:00, they must submit the results no later than Tuesday, February 28 at 23:59.

In our experience, candidates spend 10-30 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 time limits for completing each component of the CPUX-UT examination, which are specified 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 debarred from the examination and from future CPUX-examinations. If the candidate has already been issued with a CPUX-UT 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 unforeseen, important conditions directly affecting the candidate’s personal life, such as serious illness, need for care, or death or serious illness 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 Submitting the results of the practical examination**

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

a) Usability test report:

The usability test report must conform to the rules in the CPUX-UT Curriculum. It does not have to conform to the “Sample usability test report” on UXQB’s website. Candidates may re-use scales, symbols and conventions from the “Sample usability test report” and from training course materials.

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.

The usability test report may describe technical problems that occurred during the usability test, for example that the website was inaccessible for a period and test sessions had to be postponed. The examiner will consider these descriptions taking into consideration that such situations occur in reality and candidates must know what to do if problems arise.

Because of the limited number of test participants in the practical examination, it is acceptable to report reasonable findings based on observation of one test participant even though the curriculum requires that usability findings should be based on similar observations of at least two test participants.

b) Videos of usability test sessions:

Submit exactly three videos from test sessions – no more, no less.

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 each video must be at most 30 minutes.

Video files should not exceed 500MB in size. Candidates are allowed to compress video files in order to limit the size, as long as quality requirements are met.

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

c) A unsigned copy of the Informed Consent Declaration (ICD, see section 8) that the test participants have signed. For data protection reasons, please do not submit signed copies of the informed consent declaration.

The candidate must use the informed consent declaration in section 8. Otherwise the examiner is not allowed to evaluate the submission for data protection reasons

d) A signed “Declaration of original work and consent agreement” where the candidate confirms that they have received no assistance from others in completing the assignment. A template for this declaration can be found in section 10.

Submission of the recruitment screener is not required, but the usability test report must include a reasonable user profile.

In their results, candidates should avoid information that allows the reader to identify the company that employs the candidate, such as company logos.

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 task description from the RCB.

Text documents must be submitted in pdf-format. The candidate is responsible for the legibility of the pdf documents.

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

### 6.8 Evaluation

The RCB forwards the results submitted by the candidate to an examiner for evaluation. The examiner is an expert accredited by the UXQB.

The evaluation process is as follows:

- a) The examiner carries out a quick check that the formal requirements for the results are fulfilled. The formal requirements are:
  1. A usability test report must be available;
  2. A usability test script must be included in the usability test report;
  3. The usability test script must describe the four usability test tasks that were used for the usability test;
  4. The usability test report must contain at least 5 substantial findings;
  5. A “Declaration of original work and consent agreement” signed by the candidate must be available. The declaration must confirm that
    - the candidate has received no assistance from others in completing the assignment;
    - all test participants have signed the Informed Consent Declaration in section 8; in the interest of protecting the anonymity of the test participants, copies of the signed Informed Consent Declaration should not be submitted.

It is recommended to use the form in chapter 10, Declaration of original work and consent agreement, for this purpose;

6. An unsigned copy of the Informed Consent Declaration that the test participants have signed must be available. A sample Informed Consent Declaration can be found in chapter 8.

Do not submit signed Informed Consent Declarations. This would violate the data protection rules.

7. Exactly 3 videos must be available

8. The videos must be easily viewable on a Windows computer;
  9. Each video must last at most 30 minutes;
  10. It must be easy to understand what is being said on the videos.
  11. Both the test participants and the moderator must be clearly visible on the videos. It must be clear from the video whether or not the moderator takes notes during the test session.
- b) If one or more of the above formal requirements 1 – 10 are not fulfilled, the examiner must stop their evaluation and ask the RCB to ask the candidate to submit the missing results or resubmit the unsatisfactory results in an improved form within three working days. This resubmission is free of charge. Only one resubmission is allowed.
- c) If the results in the subsequent delivery still do not fulfil the formal requirements, or if they are not submitted within the mentioned period, the candidate will be deemed to have failed the examination. A new practical examination can be carried out. The RCB decides if a fee for the new practical examination must be paid.
- d) The examiner performs a detailed evaluation of the results. The evaluation is guided by the current CPUX-UT usability test checklist, which is available free of charge from UXQB.org.

The CPUX-UT usability test checklist serves as guidance for the examiner, but the examiner is not limited by the items in the usability test checklist. The examiner may deduct points for serious or critical problems that are not covered by the checklist.

Additional notes regarding the evaluation:

- e) Examiners strive to evaluate examination results within 4 weeks after receipt of the results.
- f) 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 relating to any part of the submitted results.

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 examiner may decide that the candidate has failed the examination.

## 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 RCB and the 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 RCB within 14 days after the candidate is informed of the result of the evaluation.

The RCB 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 practical examination or provides a revised evaluation.

## 6.11 Appeal

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

The candidate will receive a new task description. They must run new usability test sessions and write a new usability test report. Test participants may be re-used. The results must be submitted within the six-month period as described in section 3.

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-UT 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 RCB.

## CPUX-UT Examination Regulations

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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 evaluator or by another evaluator.

## 7 Example of confirmation of registration for the practical examination

Dear [\[insert candidate title and surname\]](#)

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 [\[insert month, day, year\]](#) at [\[insert time\]](#) to this email address.

Best regards,

Your Certification Team

## 8 Informed Consent Declaration

Use of the following Informed Consent Declaration for the test participants is mandatory. A Non-Disclosure and Release Declaration (NDRD) is not required.

I hereby give my permission to be audio and video recorded as part of my voluntary participation in a usability study of [\[insert name of website\]](#) website on [\[insert date\]](#) at [\[insert location\]](#).

I understand that

- The session will last about 30 minutes.
- My name will not be reported in association with the usability study.
- I am not being evaluated, but the [\[insert name of website\]](#) website is being evaluated.
- The video recording will be used to evaluate the usability of the website. It will also be used for a review of the moderator's abilities by one or two examiners. The video recording will be made available to the moderator and the examiners. The Certification Provider ([\[insert URL of certification provider\]](#)) is responsible for organising safe file transfer. The video recording will be archived for up to six months in case questions about the procedure and results should be raised. After that, it will be deleted.
- No part of the recording will be made available to others on the internet or elsewhere.

I give up any rights to the recording and understand that the recording may be used for the purposes described in this declaration without any further permission.

I understand that if for any reason I do not want to continue I can leave at any time during this recording session. I can also deny consent at any time during or after the session by informing the moderator ([\[insert name and contact information for moderator\]](#)). If I need a break, I will tell the moderator.

Place and Date . . . . .

Name (print) . . . . .

Signature . . . . .

## 9 Example of a task description for the practical examination

Please conduct a usability test of the website:

[www.accuweather.com](http://www.accuweather.com)

with 3 typical users who don't have previous knowledge of this website.

A pilot usability test session is not necessary. A usability lab is not required.

The goal of the study is to identify usability problems in the following general task areas:

- a) Determining current weather in a given city
- b) Forecasting weather for a given city

Create a total of four appropriate usability test tasks exclusively for these general task areas.

For the usability test, heed the content of the following documents:

- a) "The most important reasons for failing the practical examination" in the document "Checklist for the evaluation of the practical examination for the CPUX-UT certificate"
- b) CPUX-UT Examination Regulations, in particular the section "Part 2 of the Examination – Practical Examination";
- c) CPUX-UT Curriculum;
- d) CPUX-F Curriculum.

In case you feel that one or more of the contents of the above documents describes requirements towards the preparation, execution and analysis of usability tests that are not applicable to the present usability test, please provide your reasoning in an appendix to your usability test report.

A description of the required material can be found in section 6.7 "Handing in the Results of the Practical Examination" of 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 the required passwords.]

## 10 Declaration of original work and consent agreement

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, except for technical assistance as outlined in the *CPUX-UT Examination Regulations* in section 6.3.h.

I have not shared either my task description or information about the examination task with others before, during or after the practical examination.

I confirm that all test participants have signed a form in the template of the [Informed Consent Declaration](#) in section 8.

I give my permission to [\[insert name of Recognised Certification Provider\]](#) to make all the results that I have submitted available to one or two qualified examiners appointed by the UXQB for the purpose of evaluating my results. I am aware that the examiners will be informed of my identity, [that](#) the examiners will treat the materials confidentially, and that they will delete the results after the evaluation has been completed and the period for appeal has expired. In case of an appeal, this permission is extended to the neutral expert appointed by the UXQB.

I confirm that I have read section 1.2, “The most important reasons for failing the practical examination” in the “Checklist for the evaluation of the practical examination for the CPUX-UT certificate”. This checklist is available on [uxqb.org](#). I also confirm that I have read section 11, Covid-19 precautions.

I am aware that the General Data Protection Regulation requires me to delete all information that can be related to test participants as soon as it is no longer required – that is, after the period for appeal has expired. This information includes video recordings of usability test sessions and copies of signed, Informed Consent Declarations.

I am aware that any infringements of this declaration may lead to denial of the CPUX-UT certificate.

Place and Date . . . . .

Name (print) . . . . .

Signature . . . . .

## 11 Covid-19 precautions

During the Covid-19 pandemic, the following precautions are strongly recommended for moderators of face-to-face usability test sessions

- a) Observe the guidelines of the local health authorities
- b) Use a mask when you are close to the test participant from the moment you greet the test participant until the test participant leaves. Do not use a visor; they do not protect adequately against aerosols.
- c) Offer the test participant a free mask. Reject test participants who do not want to use a mask.
- d) Disinfect your hands when the test participant arrives and encourage the test participant to do so, too
- e) Provide separate mice and keyboards for the test participant and the moderator. A separate monitor is also ideal for maintaining distance.
- f) After each session, ventilate the test room and disinfect the test participant's desk, mouse and keyboard.

If one or more of these precautions are inconvenient for you, consider remote usability test sessions as outlined in section 6.3.f and section 11.1.

Position yourself as far from the test participant as possible, or place the test participant in one room and yourself in another room. Provide two-way communication with the test participant. In this way, you are close to test participants only when they arrive or leave. Observe the rules for the videos in section 6.3.e.

### 11.1 Tips for remote test sessions

- a) Briefly describe the **test environment** in the usability test report. It is important to know, for example, if the test participant uses a notebook, a tablet or a desktop computer with a 24" monitor.
- b) Anonymity: **Names** of test participants must not appear in the submitted video recording. On some platforms, for example, Zoom, you can rename participants so you get an anonymous recording. Alternatively, ask the test participant to use a fake name.
- c) The video recordings should be **stored locally** to avoid security concerns.
- d) At least two cameras are needed: The first camera is used at the participant's location. It must show the test participant's face. It could be the webcam integrated into the participant's laptop or a separate webcam if the participant has one. The second camera

is used at the candidate's location and must show the candidate. It must be possible to see if the candidate takes notes during test sessions.

- e) Test participants can access the website from their own computer or from the candidate's computer.

Test participants use their own computer: The test participant opens the website on their computer and shares the browser. Advantages: The test participant works in their well-known environment. No delays in mouse movements.

The participants use the candidate's computer: Test participants access the website using **remote control** of the candidate's computer. Advantages: The candidate can easily intervene if required, for example, if the test participant attempts to make a purchase, conclude an agreement or enter true personal data.

Tips: Allow remote control only for the browser, not for the entire computer. This may not work if the candidate uses a Mac computer because some critical keystrokes are not handled securely. If you plan to use a company computer for your usability test, check that your company allows outsiders to control a company computer.

- f) When using remote control, **Usability test tasks** can be provided in pdf-format. Open the pdf file in a browser tab. To view the usability test tasks, the test participant only needs to switch tabs.

Usability test tasks can also be communicated to the test participant via chat, which most video conferencing tools offer.

Finally, the moderator can send the usability test tasks in pdf-format to the test participant by email at the start of the test session. Use a separate page for each usability test task to prevent test participants from accidentally seeing the next usability test task. Guide the test participants appropriately during the session to prevent them from scrolling on before the next task is to be started. Do not send the usability test tasks to the test participants ahead of the test session.

- g) **Declaration of original work and consent agreement:**

1. Candidates should print, sign and scan the declaration.
2. If a scanner is not available, the candidate may use a smartphone to record the signed declaration, either by using a scanner app or by taking a picture of the signed declaration.
3. If a printer is not available, the candidate should read the declaration and their consent to it aloud on a separate video without test participants.

## 12 Important changes compared to previous versions

For a list of important changes prior to version 1.25, please contact the Editor or the UXQB.

| Date, version               | Change   |
|-----------------------------|--|
| 01-11-2020,<br>Version 1.25 | <p>Layout changed</p> <p>New section 2.1: Abbreviations</p> <p>New section 4.4: Applicable Examination Regulations</p> <p>New section 4.5: Refund of Examination Fees</p> <p>Section 5: Changed so content and text match similar content in the CPUX-F Examination Regulations. Section 5.7 and 5.8 regarding appeal added.</p> <p>Section 6.5: Estimate for completing practical test increased from 5-20 to 10-30 hours</p> <p>Section 6.7: The usability test report may describe technical problems that occurred during the test.</p> <p>Section 6.7: Minimum length of video (15 minutes) removed</p> <p>Section 6.7: Video files should not exceed 500MB in size.</p> <p>Section 6.7: Recruitment screener no longer has to be submitted</p> <p>Section 6.7: Reported observations may be based on one test participant.</p> <p>Section 6.7: Clarified that rules allow remote usability test sessions.</p> <p>Section 6.10 and 6.11: Objections to the result of a practical examination must be substantiated.</p> <p>Section 6.12 moved to new section 4.6.</p> <p>Section 9 and 10: Candidates must confirm that they have read "The most important reasons for failing the practical examination"</p> <p>New section 11, Recommended Covid-19 precautions</p> |
| 27-01-2021,<br>Version 1.27 | <p>New section: 11.1: Tips for remote test sessions</p>  |