



# CPUX-UT Exam Regulations

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## Acknowledgments

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## 1 Scope

This document defines the exam regulations for the certification module

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

## 2 Preconditions for exam

There are no preconditions for the CPUX-UT Exam.

In particular, a Foundation in Human-Centred Design (CPUX-F) certificate is not a precondition for taking the CPUX-UT exam. However, we strongly recommend familiarising yourself with the terms and concepts in the CPUX-F curriculum before studying the CPUX-UT curriculum.

### 3 Overview

The exam consists of one or two parts:

| Exam component   | Exam format                             | Qualifying mark      | Duration    | For more information see |
|------------------|---|----------------------|-------------|--------------------------|
| Theoretical exam | Written, multiple-choice                | 70 points out of 100 | 90 minutes* | Chapter 4 and 5          |
| Practical exam   | Plan, conduct and report usability test | 70 points out of 100 | Eight hours | Chapter 4 and 6          |

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

To obtain a CPUX-UT certificate, you must either

- pass both parts of the exam, leading to the Certificate CPUX-UT – Theory & practice, or
- pass the theoretical exam, leading to the Certificate CPUX-UT – Theoretical part

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

For the Certificate CPUX-UT – Theory & practice, the candidate must complete the second exam within six months of taking the first exam. This time period includes any re-exams, periods of illness, periods of heavy workload, etc. Once this period has expired, any part of the CPUX-UT exam that has been passed loses its validity and must be re-taken.

Examples:

- A candidate takes the theoretical exam on March 1 and passes.  
In order to achieve CPUX-UT certification, the candidate must hand in acceptable results from the practical exam on or before August 31 in order to pass the CPUX-UT exam.
- A candidate takes the theoretical exam on March 1 and fails.  
The candidate hands in results from the practical exam on April 1 and fails.  
The candidate takes the theoretical re-exam on July 15 and passes.  
The candidate hands in results from the practical exam on August 30 and passes.  
The candidate has passed the CPUX-UT exam.
- A candidate takes the theoretical exam on March 1 and passes.  
The candidate starts the practical exam on August 24. Just before uploading the deliverables on August 31 the candidate by mistake irrecoverably deletes one of their two 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 exam and must re-take both the theoretical and the practical CPUX-UT exam.

To pass an exam, the candidate must score at least 70 of 100 possible points.

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 exams. This applies even if the trainer only wants to train the theoretical part.

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

RTP = Recognised Training Provider

CP = Certification Provider

## **4 Common rules for the theoretical and the practical exams**

### **4.1 Language**

Exam questions and tasks are provided in German or English.

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

### **4.2 Confidentiality of the contents of the exams**

All candidates, persons and institutions involved in the exams are obliged to treat the contents of the exams 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 exams 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 exam is sent to the email address provided by the candidate. If the email address provided by the candidate is unreadable or invalid, the CP must contact the training provider immediately to resolve the problem.

### **4.4 Applicable exam regulations**

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

### **4.5 Refund of exam fees**

Exam fees will not be refunded wholly or partly if a candidate takes only part of the exam.

Examples:

- a) No refund will be given if a candidate buys a theoretical and practical examination and completes the theoretical exam but never attempts to complete the practical exam
- b) No refund will be given if the candidate fails the practical exam because the deliverables do not meet the minimum requirements outlined in section 6.8.a. In this case, the CP may at its discretion allow the candidate to take another practical exam 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 CP and the examiner solely for evaluating the candidate's grade and documenting the compliance of the evaluation with the CPUX-UT Exam 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 anonymised except for the candidate's ID, which is used in the exam.

The CP 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.

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

## 5 Part 1 of the exam – Theoretical exam

A theoretical exam can be either proctored or remote.

### 5.1 Common rules for proctored and remote exams

The exam 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 exam.

Communication with others during the exam is forbidden.

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

### 5.2 Procedure for proctored exams

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

One or two dictionaries may be used during the exam:

- a) A recognised paper dictionary for translating words from the exam 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 exam form or on a separate sheet of paper, which is provided by the CP. They are not allowed to take their notes with them when they leave the exam room.

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

### 5.3 Procedure for remote exams

In a remote exam, the candidate answers the exam questions in a closed room using their own computer running a system provided by the CP. During the exam, the candidate is observed by video and audio by an exam supervisor. At any time, the exam 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. There is one exception to this rule: A paper dictionary is allowed if the exam is carried out in a language that is not the first language of the candidate. For example, a Danish delegate who takes the exam in English may use an English to Danish paper dictionary during the exam. The candidate should notify the CP in advance of their intention to use a paper dictionary.

### 5.4 Duration of the exam

The exam lasts 90 minutes. Candidates may hand in their answers before the 90 minutes have expired provided that they leave the exam room and do not return.

A candidate may request 15 minutes additional time for the exam – that is, 105 minutes instead of 90 minutes for the exam – if the exam 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 CP. Such requests should be made by calling the CP at least 10 working days before the exam.

The CP may request that a candidate provides evidence to verify a request for a time extension before or after the exam. Do not send any unsolicited medical certificates, etc., to the CP. 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 Exam 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 exam questions are evaluated by the CP.

### **5.6 Exam results**

The CP sends the result of an exam 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 CP must contact the RTP immediately to resolve the problem. If there is no RTP, the CP must check its registration form.

The CP informs the candidate of the exam results within seven working days after the exam. If a candidate has not received the results of their exam within this time limit, they should contact the RTP, who will notify the CP 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 CP directly.

If the exam follows a training by an RTP, the RTP may request a list from the CP 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 exam. 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 exam unless the candidate has passed the exam with a score of 80% or higher.

Examples of procedural errors are:

- a) The CP representative shows up late or not at all;
- b) Serious problems in the exam questions, for example unreadable questions, outdated questions, wrong questions (for example CPUX-UT questions for a CPUX-F exam), 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 CP or the RTP within 14 days after the candidate is informed of the result of the exam.

Objections are handled by the CP 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 CP has the following options, which must be discussed with the candidate and the RTP:

- c) Conduct a new exam at the same venue as the disputed exam free of charge;
- d) Provide a full refund of the fee paid for the exam if the candidate decides not to repeat the exam;
- 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.

Handling of objections regarding the quality of the training are not part of these Exam 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 exam**

If the candidate is dissatisfied with the decision of the CP or the RTP regarding procedural errors in conducting an exam, 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 exam 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 exam questions are carefully reviewed for clarity and technical correctness, it is unlikely that there will be errors in the exam questions.

Candidates who have not passed an exam may inspect the results of their written exam. 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 CP 30 days after the candidate receives the exam result. Inspections take place in an office belonging to the CP or in connection with an exam organised by the CP. Questions and answers must not be copied. Any notes made by the candidate during the inspection must be left in the office.

The CP may demand the payment of a reasonable fee for the inspection. The fee is determined by the CP. 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-exam**

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

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

The cost of the theoretical re-exam is determined by the CP.

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

## 6 Part 2 of the exam – Practical exam

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

### 6.1 Overview

The timeline of the practical exam is as follow:

| Event  | Information  |
|--|--|
| The candidate registers for the practical exam | <p>The candidate receives a confirmation of the registration for the practical exam from the CP. The examiner receives a copy of the confirmation.</p> <p>See the example in chapter 7.</p> <p>The CP also sends the candidate information about how to access the file server where the results must be uploaded.</p> |
| The practical exam starts                      | <p>The candidate receives the assignment for the practical exam from the CP.</p> <p>See the template in chapter 9.</p>   |
| Submitting the results of the practical exam   | <p>The candidate uploads the results described in section 6.7 to the designated fileserver.</p>  |

The candidate may spend the eight hours allocated for the practical exam as they please. A possible timeline for the practical exam is

| Time                             | Activity   |
|----------------------------------|--|
| Before the practical exam starts | <p>Recruit two test participants.<br/>Consider recruiting a third test participant as backup if one of the regular test participants is unable to attend.</p> <p>Test the setup for remote testing with each test participant to prevent time-consuming surprises on the exam date, in particular if you are using a computer provided by your organization, which may have restrictions due to security concerns. Test the video recording.</p> <p>Prepare and sign the Declaration of original work and consent agreement in chapter 10.</p> <p>Prepare a checklist for the briefing and a checklist for the interview of the test participant as much as you can without knowing the test object.</p> |
| On the exam date<br>09:00        | <p>Read the assignment, which you get from the CP. See the template in chapter 9.</p> <p>Fill in the name of the test object and send the Informed Consent Declaration in chapter 8 to the test participant and ask them to consent to it. They don't have to sign it.</p> <p>Familiarise yourself with the test object.</p> <p>Write and test four usability test tasks that are in accordance with the assignment. Describe the usability test tasks in the usability test report.</p>   |
| 11:30                            | Lunch break  |
| 12:15                            | First usability test session   |
| 13:00                            | Second usability test session  |
| 13:30                            | <p>Enter at least eight findings into the usability test report and complete the usability test report.</p> <p>Report any serious mistakes you made that you wanted to correct before any further usability test sessions.</p>   |
| 17:00                            | <p>Upload the four results described in section 6.7 to the designated fileserver.</p> <p>Send an email that you have finished uploading the results to the CP.</p>   |

The practical exam is not supervised. Reuse as much as possible from the Basic usability test report template provided by the UXQB. Only the information in the Basic usability test report template is required; for example, an executive summary is not required.

## 6.2 Registration

The candidate registers for the practical exam by sending an email to the CP.

The practical exam period lasts one day, usually from 09:00 to 17:00. Each candidate selects a date for the practical exam that fits their own workload. Some CPs may offer to transmit assignments on week-ends and holidays and at other hours.

## 6.3 Approach

The practical exam consists of planning, conducting and documenting the results of a remote usability test of an interactive system determined by the UXQB. Each candidate must plan and conduct a remote 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 and time selected by the candidate, the CP will send the candidate their assignment. The assignment names the website to be tested and briefly outlines the purpose of the usability test.

If the candidate receives their assignment from the CP before the agreed time, they can start working on it immediately. The agreed delivery time does not change.

If the candidate receives their assignment from the CP after the agreed time, they must notify the CP about the delay. The delivery time is extended so the candidate always has at least eight hours from the moment they receive their assignment.

Example 1: The candidate has agreed that the practical exam starts at 08:30. The delivery time is 16:30. The candidate receives the assignment at 08:11. The delivery time continues to be 16:30.

Example 2: The candidate has agreed that the practical exam starts at 08:30. The delivery time is 16:30. The candidate receives the assignment at 08:42. The delivery time is extended to 16:42. In this case, the candidate should notify the CP and add a note in the usability test report.

The CP ensures that all candidates in a training course receive different assignments. The CP should aim at giving candidates from the same company different assignments, even if they participate in different courses. While the assignments may be worded similarly, there will be a unique element for each candidate to prevent collaboration. For example, the assignment 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 exam is [www.accuweather.com](http://www.accuweather.com). See the template in chapter 9.

If the designated website changes so it is no longer suitable for the usability test, the candidate must inform the CP immediately. The candidate will get a new assignment for the practical exam from the CP, who also decides together with the candidate whether a time extension should be granted or the practical exam should be rescheduled. The CP must immediately report this incident to the examiners.

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

All test participants must belong to the user group defined in the assignment. 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 authorises 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.

The correct approach to handling the video recording at the start of a usability test session is described in the explanation of Briefing in the CPUX-UT Curriculum.

Each video recording must show

1. The test participant's interaction with the test object (screen recording);
2. A 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 webcam, and a computer with which to access the object to be tested. Recordings are usually provided by the conferencing tool used for the remote test.

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. 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 and the moderator.
  2. 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 observe the time limits for handing in the results of the practical exam to the CP in section 6.5.
- 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.

## 6.4 Regulations for training providers who offer infrastructural support in connection with the practical exam

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

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 exam, the training provider must inform the CP that infrastructural and technical assistance will be offered. The CP 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 CP must be present to supervise the candidates, and the training provider must make sure that they do not disturb each other audibly.
- 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 exam.

Training providers may charge a fee for the infrastructural support.

### 6.5 Duration of the exam

The practical exam lasts eight hours.

In our experience, candidates spend four plus eight hours completing the practical exam. Up to four hours are used for preparation: recruiting test participants, preparing checklists and preparing the Basic usability test report as much as possible before the exam date. Eight hours are spent on the actual exam.

Candidates are not required to report the actual time spent on the practical exam. The actual time spent does not impact the scoring of the practical exam.

If the candidate hands in the results of the ~~report~~ practical exam up to ~~six~~ three hours late, the submission will be accepted but one point will be deducted for each 15 minutes started beyond the eight-hour limit. Example: The exam starts at 09:10. The candidate hands in their results at 18:15 instead of 17:10. ~~Three~~ Five points are deducted for the 65-minute delay.

If the candidate hands in the results of the practical exam after more than 11 hours, they will be deemed to have failed the practical exam component.

The examiner will consider justifications from the candidate for handing in the results of the practical exam late, for example, force majeure. If the examiner considers the arguments reasonable and if the delay has not given the candidate unreasonable advantages, the examiner may partially or completely waive the deductions.

### 6.6 Premature termination of an exam

Under certain conditions a candidate may terminate a practical exam prematurely without handing in any results. An appropriate request must be sent immediately by email to the CP. The request must be justified. The CP 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 exam and from future CPUX-exams. 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 exam.

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

### **6.7 Submitting the results of the practical exam**

The results of the practical exam 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” or the “Sample Basic 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 two 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 exam, 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.

The usability test report must be in pdf-format.

b) Videos of usability test sessions

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

Video recordings must be in a format that is easily viewable in the Windows operating system. If the video can be played using the VLC media player, the format is most likely acceptable.

Video recordings must be raw – that is, uncut and unedited.

The length of each video must be at most 30 minutes.

The CP may set maximum limits for the size of video files.

If a candidate carries out more than two usability test sessions, only videos from two 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 two usability test sessions.

c) The usability test script

It is recommended that the usability test script is included in the usability test report.

d) An unsigned copy of the Informed Consent Declaration (ICD, see chapter 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 chapter 8. Otherwise, the examiner is not allowed to evaluate the submission for data protection reasons.

e) 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 chapter 10.

Submission of the recruitment screener is not required.

Results are submitted by uploading files containing the documents to a password-protected file server, which is accessible only to the candidate, the CP and the examiner. Information about the file server is contained in the assignment from the CP.

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

## 6.8 Evaluation

The CP 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. The candidate must hand in the results of the practical exam less than 11 hours after receiving the assignment. The CP will supply at least one method for uploading the results, for example, a fileserver, a portal or cloud-based storage.
2. A usability test report must be available.
3. The usability test script must describe the four usability test tasks that were used for the usability test. The usability test script must also contain the checklists for the ~~debriefing~~ briefing, the interview of the test participant, and the debriefing. The checklists may be based on the templates in the basic usability test report.
4. The usability test report should contain eight or more substantial findings. If the usability test report contains five, six or seven substantial findings, the submission will be accepted for further evaluation but points will be deducted. If it contains less than five substantial findings, the submission will not be accepted for further evaluation.
5. A “Declaration of original work and consent agreement” signed by the candidate must be available. 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 agreed to 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 two 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 participant and the moderator must be clearly visible on the videos.
- b) If one or more of the above formal requirements 2 – 11 are not fulfilled, the examiner must stop their evaluation and ask the CP 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 exam. A new practical exam can be carried out. The CP decides if a fee for the new practical exam 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 exam results within 4 weeks after receipt of the results.
- f) During the timeframe for evaluating the results from the practical exam, 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 exam.

### **6.9 Contact information**

The candidate must submit up-to-date contact information together with the results of the practical exam. 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 CP and the examiner.

### **6.10 Objection**

A candidate may object to the result of the practical exam. 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 CP within 14 days after the candidate is informed of the result of the evaluation.

The CP forwards the objection to the examiner. The examiner considers the objection and submits a response to the CP, which forwards the response to the candidate. The response either confirms the result of the practical exam 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 CP 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 CP must be paid before an appeal can be processed.

The appeal may confirm, increase or lower the exam 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-Exam**

The practical re-exam is an entirely new practical exam.

The candidate will receive a new assignment. 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 chapter 3.

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

The cost of the practical re-exam is determined by the CP.

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

Re-exam may be handled by the original evaluator or by another evaluator.

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

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

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

As requested by you, we will send your assignment 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 an assignment for the practical exam

Please conduct a remote usability test of the website:

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

with two typical users.

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 exam” in the document “Checklist for the evaluation of the practical exam for the CPUX-UT certificate;”
- b) CPUX-UT Exam Regulations, in particular the chapter “Part 2 of the Exam – Practical Exam;”
- 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 Exam” of the CPUX-UT Exam Regulations.

The Certification Provider will provide instructions for how you must 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 exam 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 Exam Regulations* in section 6.3.h.

I have not shared either my assignment or information about the assignment with others before, during or after the practical exam.

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

I give my permission to [\[insert name of CP\]](#) 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 exam” in the “Checklist for the evaluation of the practical exam for the CPUX-UT certificate”. This checklist is available on [uxqb.org](http://uxqb.org).

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 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. Also name the operating system and browser that were used.
- 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 could be the webcam integrated into the candidate's laptop or a separate webcam.

- e) Test participants can access the website from their own computer or from the candidate's computer.
  1. Test participants use their own computer: The test participant opens the website on their computer and shares the browser. The test participant should share only the browser rather than the whole screen because sharing the whole screen could result in personal information being shared, for example, in notification pop-ups.

Advantages: The test participant works in their well-known environment. No delays in mouse movements. Disadvantage: The test object may install tracker cookies on the test participant's computer which need to be removed if the test participant doesn't accept their presence.

2. Test 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   |
|-----------------------------|--|
| 27-01-2021,<br>Version 1.27 | New section: 11.1: Tips for remote test sessions   |
| 27-05-2025,<br>Version 1.28 | <p>Length of practical exam changed from seven days to eight hours.</p> <p>Number of required test participants changed from three to two.</p> <p>Use of new Basic usability test report template encouraged.</p> <p>“Examination” and “test” changed to “exam” throughout the document</p> <p>“Recognised Certification Body” and “Certification Body” changed to “CP” throughout the document</p> <p>Section 3: Added information about new “CPUX-UT – Theoretical part” certificate</p> <p>Section 6: Suggested timeline for eight-hour exam added</p> <p>Section 11, “Covid-19 precautions” removed</p> <p>Section 11.1, “Tips for remote test sessions”, changed to Section 11.</p> <p>A version of the Exam regulations where all major changes from version 1.27 appear in red font is available from the Editor.</p> |
| 29-09-2025,<br>Version 1.30 | The text has been updated to make it clear that a CPUX-F certificate is no longer required to take the advanced-level CPUX-UT exam.  |