



What is UXQB?

- An international consortium of usability and user experience experts.
- Goal: the further development and administration of the certification program “CPUX – Certified Professional for Usability and User Experience”.
- CPUX is an international standard for qualification of usability and user experience professionals.

Certification officially recognized by



GERMAN UPA
Berufsverband der Deutschen Usability
und User Experience Professionals



UX SCHWEIZ



uxpa^{uk}



UX
DANMARK



UX PRO
AUSTRIA



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Recognized Training Providers

The following training providers are recognized by UXQB:

Austria

- [AIT Austrian Institute of Technology GmbH](#)
- [alysis GmbH](#)
- [corda business & information engineering gmbh](#)
- [Software Quality Lab GmbH](#)
- [spirit in projects GmbH](#)

China

- [Junyu Consulting Co., Ltd.](#)

Denmark

- [Advice A/S](#)
- [DialogDesign](#)
- [Trustworks](#)

Germany

- [artop GmbH](#)
- [Audi AG](#)
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- [Bredex GmbH](#)
- [eresult GmbH](#)
- [Facit Digital GmbH](#)
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- [Ingenieurgesellschaft Auto und Verkehr \(IAV\) GmbH](#)
- [Integrata Cegos GmbH](#)
- [Intercultural User Interface Consulting \(IUIC\)](#)
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- [u-concept](#)
- [usability.de GmbH & Co. KG](#)

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- [Ergoproject Srl](#)

Netherlands

- [UX Academy B.V.](#)

Switzerland

- [Digicomp Academy AG](#)
- [Hochschule für Angewandte Psychologie der Fachhochschule Nordwestschweiz \(FHNW\)](#)
- [HSR Hochschule für Technik Rapperswil](#)
- [Zühlke Engineering AG](#)

Yeah!





Want to become a UXQB® Certified Professional for Usability and User Experience?

We created a half day online exam training, given by Brian Pagán...

What can you expect?

- we'll go over the official curriculum
- address your questions & how to avoid the test's pitfalls?
- conduct a practice test to make sure you're ready

After this training course, you'll be ready for the real test towards your



How does it works?

- We'll schedule a brief discover call to assess your level of UX knowledge.
 - On 20 November, we'll prepare you for your certification test.
 - Once you're ready, you can register for the certification test (we can help).
 - When you pass, you'll receive an official UXQB CPUX-F certificate!
-
- NB This training course isn't mandatory for getting your certification: you're free to study on your own.



A CPUX certificate holder is familiar with...

- The human-centred design process
- Definitions, concepts and guidelines
- Understanding and specifying the context of use
- Specifying the user requirements
- Producing design solutions
- Usability tests
- Usability inspections and user surveys



Facts...

- Online exam training **€ 350** (excl. vat)
 - 8 spots available
 - Language: English



6. Test exam questions

1. Which one of the following must be included in a human-centred design process?

- A. A clear commitment from management to usability and human-centred design
- B. An interest from management in innovation
- C. Analysis of competitors' products to understand potential pitfalls
- D. Involvement of users throughout the design process
- E. Regular demonstrations to users of the evolving interactive system
- F. Exact timelines for usability milestones so progress can be monitored

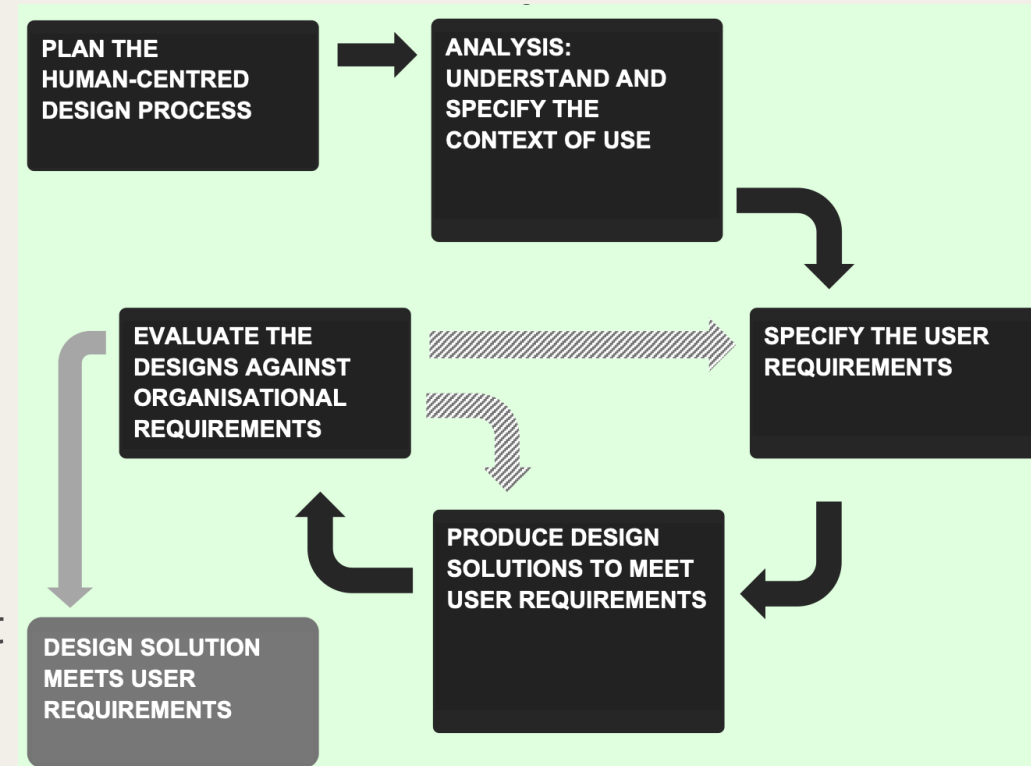
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2. The figure below shows the relationship between human-centred design activities according to ISO 9241-210.

Which two errors does this drawing contain?

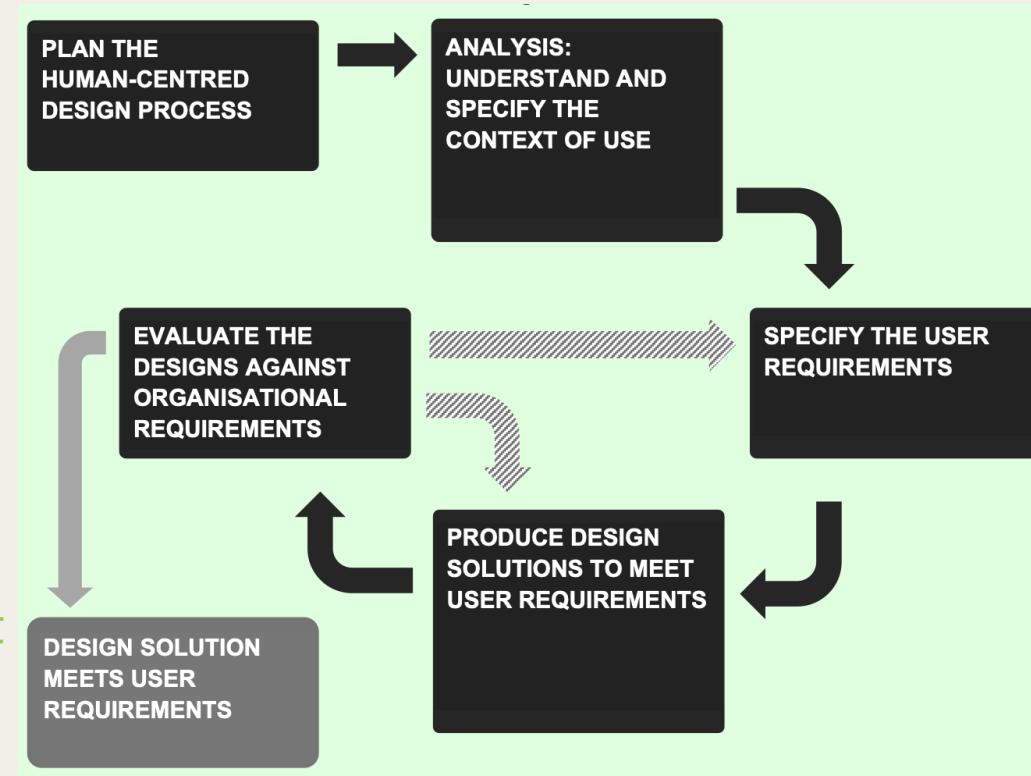
- A. The activity "Management approves user requirements" is missing
- B. The activity "Create prototypes" is missing
- C. The activity "Specify user-centred functions" is missing
- D. The title "Specify the user requirements" should be "Specify the user requirements to meet the context of use"
- E. One of the grey, hatched arrows denoting iteration is missing
- F. The title "Evaluate the designs against organisational requirements" should be "Evaluate the designs against user requirements"



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3. Which three of the following deliverables are created during the activity "Understand and specify the context of use"?

- A. User needs
- B. Description of the context of use
- C. Personas
- D. As-is scenarios
- E. User requirements
- F. Low-fidelity prototype



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4. A car rental website does not offer users the opportunity to cancel a reservation. An analysis of the context of use shows that users need this function. Which one aspect of the ISO 9241 definition of usability is violated by this website?



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- C. Efficiency
- D. Effectiveness
- E. Satisfaction
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5. Which two of the following affect the user experience of an airline's website, but not its usability?



- A. The graphics on the website are attractive.
- B. Luggage costs are hidden until users have entered their names
- C. It is possible to cancel a ticket and get part of the fare refunded but all users struggled to find out how to get a refund
- D. Users consider the fares shown on the website to be quite high
- E. The airport search is not error tolerant. For example, a search for 'Strassbourg' does not suggest 'Strasbourg'
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Why? Answer A is both user experience and usability/satisfaction Answer D is correct according to the definition of "satisfaction", example 4. It's also more correct than answer A, B, C and E.

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- B. Number plate
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