CPUX-F
Public Test Questions
(for training purposes)

Version 4.01 EN, 9. Januar 2023

Publisher: UXQB e.V.

Contact: info@uxqb.org

www.uxqb.org

Author: UXQB e.V.

Contents

1. Purpose of the public test questions

This document is for training purposes. It contains a set of 40 public test questions for the Certified Professional for Usability and User Experience – Foundation Level (CPUX-F) certification.

These public test questions are realistic examples of the questions you will encounter during your certification test, and will give you an idea of the range and level of difficulty you should expect to prepare for.

None of the public test questions in this document are used for certifications.

We recommend that you study the Curriculum and Glossary, along with the instructions in this document, before you begin this test. Doing so will allow you to devote the time available to answering the questions.

The answers to the questions are given at the end of this document.

1.1 Acknowledgments

This document was created by the following persons:

Linda Alers
Stephen Denning
Rasmus Frandsen
Thomas Geis
Rebecca Gill
John Goodall
Julia Höß
Carmen Hartmann-Menzel
Rolf Molich (Editor)
Elvi Nissen
Matthias Reisemann
Chris Rourke

2. Overview of CPUX-F Documents

The following documents have been designed to help you in your studies:

- CPUX-F Curriculum
  This document defines all of the concepts that could be reflected in certification test questions.

- CPUX-F Public test questions (this document)

- CPUX-F Examination Regulations
  This document contains the complete rules for the CPUX-F certification examination, including rules for scoring the answers

These documents are freely available on the User Experience Qualification Board website, www.uxqb.org.

3.   Public test questions

During an examination, you have 75 minutes to answer 40 test questions.

Each test question is multiple-choice with six options to choose from. The number of correct answers – one or two – is clearly indicated for each question. Check the options that are correct or match the curriculum more closely than the other options.

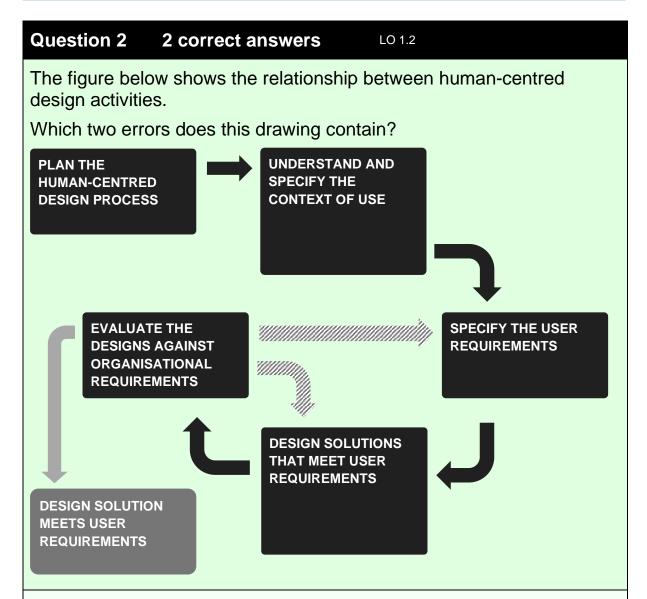A complete set of 40 test questions begins on the next page

3.   Public test questions

Question 1 — 1 correct answer — LO 1.1

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

   A. 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

Question 1 — 1 correct answer — LO 1.1

Question 2   2 correct answers   LO 1.2

The figure below shows the relationship between human-centred design activities.

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"

Question 3   2 correct answers   LO 1.3

Which two of the following HCD deliverables are created during the activity "Understand and specify the context of use"?

   A. User needs

   B. Usability test report

   C. Personas

   D. As-is scenarios

   E. User requirements

   F. Low-fidelity prototype

Question 4   1 correct answer   LO 2.2

A hotel booking website does not offer users the opportunity to cancel a booking. An analysis of the context of use shows that users need this function.

Which one aspect of usability is violated by this website?

- A. Accessibility
- B. Completeness
- C. Efficiency
- D. Effectiveness
- E. Satisfaction
- F. Speed

Question 5   2 correct answers   LO 2.8

Which two of the following are valid examples of avoidance of harm from use?

   A. The text on a website is small and has insufficient contrast with the background so that users with a visual impairment cannot read it

   B. The appearance and quality of the physical flowers ordered from a florist's website differs considerably from the pictures on the website

   C. When abroad, users receive a message on their phones, informing them of data roaming fees

   D. A hotel's website enables users to cancel a booking of an expensive hotel room but users cannot figure out how to do it

   E. Users spontaneously say that they dislike the appearance of the home page of a hotel's website

   F. Bottles of detergent have a cap that children cannot open

Question 6   **2 correct answers**   LO 2.4

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"

   F. After the flight, users are annoyed by unsolicited marketing emails from the airline

Question 7   2 correct answers   LO 2.5

Which two of the following components are part of the user interface of a car for an ordinary driver of the car?

- A. Steering wheel
- B. Battery
- C. Engine
- D. Door handle
- E. Exhaust pipe
- F. Brake disc

Question 8   1 correct answer   LO 3.2

Which one of the following is NOT a human-centred quality objective for a next-generation cash machine (ATM)?

   A. Users must be able to withdraw money twice as quickly as before

   B. Users must have a feeling of complete privacy when using the cash machine

   C. Users must be able to recognise the name of the cash machine's manufacturer twice as quickly as before

   D. Users who are blind must be able to withdraw money without help from another person

   E. Users must be able to withdraw money with any valid national or foreign bank card

   F. Users must be able to understand receipts issued by the machine

Question 9   1 correct answer   LO 4.1

Which one of the following methods is NOT suitable for determining the context of use of a cash machine (ATM)?

A. Present the idea of the new cash machine to representative bank customers

B. Interview front-line bank clerks

C. Interview users of a current cash machine

D. Observe users while they are using a current cash machine

E. Conduct usability tests with cash machines from competitors

F. Conduct focus groups regarding user needs for future cash machines

Question 10   1 correct answer   LO 4.2

Gerry works in a bank. One of his responsibilities is to check the amount of cash in the cash machine and reload it to the required level. He does this each morning and on Friday afternoons, in preparation for the weekend.

Which one of the following best describes Gerry?

- A. Not a user of the cash machine since he does not withdraw money
- B. A primary user of the cash machine
- C. A secondary user of the cash machine
- D. An indirect user of the cash machine
- E. A stakeholder in the cash machine who is not a user
- F. A user of the cash machine who is not a stakeholder

Question 11   2 correct answers   LO 4.3

"HappyHolidays" sells package holidays through their website.

Alice books a trip to Crete on HappyHolidays.com for herself and her friend Bob. She emails the boarding passes to Bob to print out.

Carol is struggling to book a holiday in France on HappyHolidays.com so she calls HappyHolidays and talks to David, who guides Carol in completing the booking herself.

Which two of the following statements is correct?

  A. Alice and David are primary users of HappyHolidays.com

  B. Bob is a primary user of HappyHolidays.com

  C. Bob and David are secondary users of HappyHolidays.com

  D. David is a secondary user of HappyHolidays.com

  E. Bob and Carol are indirect users of HappyHolidays.com

  F. Bob is an indirect user of HappyHolidays.com

Question 12   2 correct answers   LO 4.4

Which two of the following are considered stakeholders but NOT users of a car rental website?

- A. A trainer who is teaching staff at a call centre how to use the car rental website

- B. A call centre employee who is using the car rental website to reserve cars on behalf of a customer

- C. A designer who is responsible for the user interface design of the car rental website

- D. An accounts administrator who receives an email invoice for a reservation from the car rental website

- E. A customer who contacts a call centre employee and asks them to reserve a car for them on the car rental website

- F. A marketing executive who is running a "10% off car insurance" promotion on the car reservation website for all users who reserve a car directly through the website

Question 13   1 correct answer   LO 4.5

Which one of the following statements best describes a user group?

A. A group of users with the same or similar personal characteristics and contexts of use related to the interactive system.

B. Five to ten users who participate in contextual interviews

C. A group of participants in a usability test whose personal characteristics and context of use with respect to the interactive system are similar or identical

D. A group of participants in a focus group whose personal characteristics and context of use with respect to the interactive system are similar or identical

E. A description of a fictitious but realistic group of users and what they intend to do when using an interactive system

F. A description of a group of users and what they want to do when using the interactive system

Question 14   2 correct answers   LO 4.7

Which two of the following statements best describe why it's important to distinguish between tasks and subtasks?

- A. Tasks are for primary users; subtasks are for secondary and indirect users

- B. According to the master-apprentice model: tasks are for the master; subtasks are for the apprentice

- C. Tasks can be used to create usability test tasks; subtasks should be avoided as the basis for usability test tasks, because they have no inherent value in isolation

- D. Tasks are the main basis for use scenarios, whereas subtasks are the main basis for task models

- E. Tasks are used to derive user needs. Both tasks and subtasks are used to derive user requirements

- F. When defining an interaction that supports a task, all subtasks that are important to the completion of that task need to be considered

Question 15   2 correct answers   LO 4.11

Which two of the following questions are most suitable when a user survey is used to understand the context of use for a hotel booking website?

   A. What do you expect from a hotel booking website?

   B. How satisfied are you with the new booking website for hotel Zeta in Brussels?

   C. How do you rate the statement, "The new hotel booking website looks good"?

   D. What was the reason you last used a hotel booking website?

   E. What is the financial outlook for new hotels at the moment?

   F. How do you rate the statement, "The new hotel booking website meets my expectations"?

Question 16   1 correct answer   LO 4.12

Which one of the following statements best describes the purpose of a focus group?

   A. To gather focused information from a group of users in a usability test session

   B. To gather contextual information relating to user needs without interfering with users' work

   C. To collect contextual information relating to user needs by talking to users with particular focus on a user group

   D. To gather ideas for focused personas and scenarios by interviewing members of a user group

   E. To gain a deep understanding of selected subjects and key context of use questions from different perspectives in a group setting

   F. To evaluate an interactive system

Question 17   2 correct answers   LO 4.18

A colleague is planning interviews with users of a restaurant review system. Among other questions, their interview checklist includes the question

How do you choose a restaurant?

Which two of the following terms best characterise this interview question?

    A. Closed

    B. Formative

    C. Leading

    D. Neutral

    E. Open

    F. Summative

Question 18   2 correct answers   LO 4.19

Which two of the following statements are valid as-is scenarios for an existing car rental website?

A. Rachel visits the car rental website to rent a small car. She compares the cars available for the dates she wants to travel and chooses the one she likes best. She reserves the car for collection on the evening of the day before her trip.

B. Rachel visits the car rental website to rent a small car. It is unclear whether the cars she is considering are available for the dates she wants to travel. Rachel looks for a phone number to speak to someone at the rental company but she can only find a web chat service which is currently offline.

C. 1. Establish the required departure time;
   2. Establish the costs for each available vehicle;
   3. Choose a vehicle (based on cost, size, personal preferences);
   4. Reserve the car;
   5. Collect the car.

D. When renting a car, customers need to know which cars are available for their chosen dates in order to make an informed choice.

E. When renting a car, customers must be able to select their chosen dates so the website can display the cars which are available.

F. Rachel drives but doesn't own a car. Rachel occasionally visits her brother in Keswick for the weekend. It is too expensive for her to make this journey by train, and the bus takes too long, so she usually rents a car.

Question 19   1 correct answer   LO 4.20

Which one of the terms below best characterises the following description?

Elena Montgomery, Human Resources Coordinator, Fluid Pharmaceuticals

Elena is 35 years old. She shares an apartment with her boyfriend of 4 years. They have no children. Her favourite pastimes are dancing tango and preparing wonderful tapas. She speaks conversational Spanish.

Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the Marketing department. If something is incomplete or unclear, she takes the time she needs to find the answer. She is an expert in all relevant forms and procedures.

Elena's goals: Advance in HR, excellence through accuracy; helpfulness; do not fall behind.

- A. Prototype
- B. Persona
- C. As-is scenario
- D. Use scenario
- E. User group
- F. User group profile

Question 20   2 correct answers   LO 5.1

Which two of the following statements about user needs are correct?

A. User needs are always expressed from the user's point of view

B. User needs for a user group may differ from user needs for another user group with the same context of use

C. User needs are part of the information architecture

D. User needs are always quantified

E. User needs are identical to user goals

F. User needs are used to write good error messages

Question 21   1 correct answer   LO 5.3

Which one of the terms below best describes the following statement?

80% of users who have used the car rental website at least twice before must be able to rent a car at Frankfurt Airport (Germany) for two days starting tomorrow at 09.00. Users must complete the task in under 5 minutes.

  A. Low-fidelity prototype requirement

  B. Use scenario

  C. Test task

  D. User need

  E. Quantitative user requirement

  F. Qualitative user requirement

Question 22   2 correct answers   LO 5.4

Which two of the following statements are valid user requirements for a hotel booking website?

A. At least 80% of users who use the website for the first time must be able to book a room within 10 minutes

B. The hotel's logo must appear in the top left-hand corner of each web page

C. The website must be at least as usable as those of the two main competitors

D. The website must have a help system

E. The colour scheme of the website must reflect the standard colours of the hotel

F. Users must be able to cancel a booking

Question 23   2 correct answers   LO 6.1.3

Which two of the following are part of the information architecture?

   A. Style guide

   B. User interface guidelines

   C. Specification of graphic design

   D. The words used in the user interface for navigation and content

   E. Wireframes

   F. The structure of the information that must be available to the user.

Question 24   1 correct answer   LO 6.1.4

Which one of the following methods is most useful in helping to develop the navigation structure of a new website?

- A. Contextual interview
- B. Focus group
- C. Usability inspection of a low-fidelity prototype
- D. Usability inspection of a high-fidelity prototype
- E. Card sorting
- F. Storyboard

Question 24   1 correct answer

Question 25　　1 correct answer　　　LO 6.1.5

Which one of the following terms best characterises the drawing below?

Alpha Logo	Welcome to Alpha airlines		Search
Plan Bookings Check-in Log-in FAQ	Flight and 4 nights in Casablanca, just 299€ Half-board & transfers included. Order now! Limited availability! Book		

- A. Design pattern
- B. Persona
- C. Use scenario
- D. Style guide
- E. Storyboard
- F. Wireframe

Question 26   1 correct answer   LO 6.1.6

For an internal demonstration, one of your colleagues has sketched a new ordering system on a few sheets of paper. Each sheet represents a screen. The contents of the screens are hand-drawn and incomplete. Your colleague changes the screens when someone "clicks" on a button by touching it with a pencil.

Which one of the following terms best describes this collection of sketches?

    A. User interface guideline

    B. Low-fidelity prototype

    C. High-fidelity prototype

    D. Wireframe

    E. Style guide

    F. Storyboard

Question 27   2 correct answers   LO 6.2.1

Which two of the following are interaction principles?

    A. Conformity with user expectations

    B. Sustainability

    C. Suitability for usability

    D. Suitability for the task

    E. Avoidance of harm from use

    F. Accessibility

Question 28   1 correct answer   LO 6.2.5

Which one of the following statements best describes the term, "mental model"?

   A. A description of a fictitious but realistic user and what they intend to do when using an interactive system

   B. A description of the subtasks within a task that have to be carried out in order to reach the user's goals

   C. A person's thought process about how something works in the real world

   D. A low-cost, simple model of a design or concept used to gather feedback from users and other stakeholders during the early stages of design

   E. Information to help a user to interact with an interactive system

   F. A data model of how usability test participants felt about an interactive system following a usability test session

Question 29   1 correct answer   LO 6.2.6

Which one of the following statements demonstrates the importance of user interface guidelines?

   A. User interface guidelines enforce the human-centred design process by allowing primary users to participate directly in the design process

   B. The non-specific nature of user interface guidelines gives designers the freedom to implement user interface elements however they like

   C. The specific nature of user interface guidelines allows designers to implement the same user interface elements consistently

   D. User interface guidelines allow designers to come up with differences in the appearance and behaviour of user interfaces across an organisation

   E. User interface guidelines are primarily intended to devolve responsibility for the design of user interfaces across the whole design team, rather than it being the sole responsibility of the user interface designer

   F. User interface guidelines are used in usability inspections to determine whether or not a design meets the organisational requirements

Question 30   1 correct answer   LO 6.2.8

Which one of the following statements best describes the term, "design pattern"?

   A. A collection of buttons of different shapes and colours for use on a website

   B. A collection of personas with very similar characteristics

   C. A collection of user groups with very similar characteristics

   D. A collection of 4 to 8 icons that appear in a fixed order on the display

   E. A number of different approaches to solving a task in a given context of use; the approaches must have been observed in several, separate usability test sessions

   F. A solution to a commonly occurring design problem within a given context of use that describes a design problem, a general solution and examples of how to apply it

Question 31   2 correct answers   LO 7.1.1

Which two of the following are frequently used usability evaluation methods?

- A. Contextual interviews
- B. Unmoderated usability testing
- C. Focus groups
- D. Creating personas
- E. Creating a storyboard
- F. Usability inspection

Question 32   1 correct answer   LO 7.1.2

Your team is ready to launch a new car rental website. Because of time constraints you have not had time to conduct usability tests of the website during its design. Your manager now asks you to conduct a usability test. Your team members are sceptical towards usability.

If we assume that there are no major budget constraints, which one of the following actions would be most beneficial for the project?

A. Conduct a usability test with 20 representative users. Invite team members to observe test sessions

B. Conduct a usability test with 5 representative users. Correct any usability problems before conducting a further usability test with 5 different representative users. Invite team members to observe test sessions

C. Conduct a focus group with 10 representative users where the new website is presented and discussed. Invite team members to observe the focus group

D. Conduct a focus group with 4 representative users, where the new website is presented and discussed. Invite team members to observe the focus group

E. Ask each of your team members to carry out a number of representative tasks on the website so they can "feel the users' pain"

F. Conduct a usability inspection of the website

Question 33   1 correct answer   LO 7.2.1

Which one of the following statements best characterises a usability test?

- A. A moderated, problem-oriented discussion between representative users

- B. An expert carefully evaluates the interactive system to uncover usability problems

- C. Representative users are asked to give their opinion about the interactive system

- D. Representative users evaluate the interactive system using a questionnaire

- E. Representative users are observed while they solve representative, given tasks using the interactive system

- F. Representative users test the interactive system in order to find faults and defects

Question 33   1 correct answer

Question 34   2 correct answers   LO 7.2.3

Which two of the following activities are part of preparing or planning a usability test?

- A. Briefing the usability test participant about what will happen during the usability test session
- B. Writing the usability test guide
- C. Conducting the pre-test interview
- D. Recruiting suitable usability test participants
- E. Writing the usability test report
- F. Writing the interview guide

Question 35   1 correct answer   LO 7.2.5

You have been asked to conduct a usability test of a car rental website. Which one of the following is NOT an appropriate task for the usability test?

- A. Find a phone number that you can call to talk to someone about your rental contract
- B. Tell me what you think of the website's home page
- C. Rent a car that meets your needs from a location and for a period that suits you and your budget
- D. Rent a compact car from London Heathrow Airport. You need to collect the car tomorrow morning at 9 and return it to the same location, 4 days later at noon
- E. Cancel a reservation that you had previously made
- F. What is the charge for renting a GPS?

Question 36   1 correct answer   LO 7.2.7

Which one of the following best describes a "Post-test interview"?

  A. The information that the moderator provides to the test participant ahead of the usability test session

  B. The interview that takes place before the usability test participant starts carrying out usability test tasks

  C. The questions that the moderator asks the test participant during the usability test session

  D. The interview that takes place after the usability test participant has carried out as many usability test tasks as time allows

  E. The questions that the moderator asks the test participants approximately one week after the usability test session to gauge their long-term user experience

  F. The set of questions asked at the end of a contextual interview

Question 37   1 correct answer   LO 7.2.9

You are conducting a usability test of a new car rental website.

Which one of the following findings is NOT appropriate for this evaluation?

- A. A "Cancel reservation" button is missing on the home page
- B. The animated ads on the right-hand side of the home page annoyed and distracted me
- C. The rental prices are too high
- D. Technical terms like CDW, Collision Damage Waiver, are explained well
- E. I found it difficult to determine the total costs of a rental
- F. I was unable to figure out whether I can rent a car in Paris and return it in Madrid

Question 38   1 correct answer   LO 7.2.11

Which one of the following is NOT a typical rating of a usability finding?

   A. Positive finding

   B. Minor problem

   C. Major problem

   D. Critical problem

   E. Essential problem (must be fixed regardless of cost)

   F. Catastrophic problem (existential threat)

Question 39   1 correct answer   LO 7.3.1

Which one of the following statements best characterises a usability inspection?

A. A meeting where designers brainstorm ideas for a new interactive system

B. An evaluation of a storyboard

C. An evaluation of an interactive system where experts identify potential usability problems

D. A focused discussion where an inspector leads a group of participants through a set of questions on a particular topic

E. An evaluation that involves representative users performing specific tasks with the interactive system to enable identification of usability problems

F. An examination (inspection) of the results of a contextual interview

Question 40   1 correct answer   LO 7.3.2

Which one of the following best describes how a user survey is used for usability evaluation?

A. Users are asked to report facts and opinions about an interactive system by completing a questionnaire.

B. One or more evaluators examine or use an interactive system to identify potential usability problems

C. Representative users perform specific tasks with the interactive system

D. A moderator asks selected individuals questions to gain a deep understanding of the usability of an interactive system

E. Users are asked to report findings after surveying the interactive system for about 30 minutes

F. A moderator leads a discussion of predetermined usability issues between members of one or more user groups.

This is the end of the 40 test questions

4. Answers to the public test questions

Question	Answer	Notes
1	D	A:. Commitment is helpful, but "commitment" is often lip-service and not true commitment. D (correct) is listed in the introduction to Chapter 1. E is helpful if the evolving system is not just demonstrated but also discussed with users
2	E+F	See Figure 1 in the curriculum
3	C+D	See Figure 1 in the curriculum
4	D	See example 1 in the definition of effectiveness B: Completeness is not an aspect of usability as defined in the curriculum.
5	C+F	See the definition of avoidance of harm from use A is an accessibility issue B is a user experience issue C is correct; it appears as an example in the curriculum D is about effectiveness E is about satisfaction F is correct
6	D+F	A is both user experience and usability/satisfaction B, C and E are both user experience and usability D is not a usability issue but a marketing issue; however, it does affect the user experience F affects the user experience. Since it happens after the interaction, it is not a usability issue
7	A+D	B, C, E, F: Ordinary drivers leave it up to the garage to interact with the battery, engine, exhaust pipe or brake disc
8	C	A, B, E and F are human-centred quality objectives because they relate to usability or user experience C is not a human-centred quality issue, because users don't care about this; it could be a marketing objective D is human-centred quality objective because it is an accessibility objective
9	A	A describes a one-way communication. During analysis, we want to hear what users have to say.
10	C	See the definition of secondary user in the curriculum E, F: Gerry is both a (secondary) user and a stakeholder
11	D+F	Alice and Carol are primary users Bob is an indirect user David is a secondary user because he trains Carol, who is a primary user

Question	Answer	Notes
12	C+F	A This person is a secondary user because they are training the primary users – see the examples of secondary users. B The call centre employee is a primary user according to the example in the curriculum C is a stakeholder. They have an active interest in the interactive system because they designed it, but they are not using it as a primary or secondary user. D is an indirect user who is working with an output from the system E is an indirect user F has an active interest in the website (it is the source of the promotion business) but they are not users, maintainers of the site, or getting an output from it. So they are stakeholders but not users.
13	A	See the definition of user group in the curriculum
14	C+F	See the definitions of task and subtask in the curriculum
15	A+D	A and D are correct answers: They are open and relevant for the context of use; see the examples in the description of user survey in chapter 4 of the curriculum. C and F are suitable for a user survey for evaluation of a finished website; see the examples in the description of user survey in section 7.3 of the curriculum. E is a general question that is not directly related to the context of use for a hotel booking website
16	E	E is a shortened version of the description of the purpose of a focus group in the curriculum
17	D+E	See the definitions of open question and neutral question in the curriculum
18	A+B	A and B are valid as-is scenarios C, D and E are not narrative and they are not about a specific user D is a user need E is a user requirement F describes a persona and it is not narrative.
19	B	See the definition and example of persona in the curriculum
20	A+B	See the definition of user need in the curriculum
21	E	See the example, measure of efficiency, in the definition of quantitative user requirement in the curriculum
22	A+F	A is a quantitative user requirement B is a market requirement C is a market requirement D could be a market requirement; it is not a user requirement because users want systems that can be used without a help system E is a market requirement or an organisational requirement F is a qualitative user requirement
23	D+F	See the definition and description of information architecture in the curriculum
24	E	See the description of navigation structure in the curriculum

Question	Answer	Notes
25	F	A: The drawing cannot be a design pattern. According to the curriculum, a design pattern is "A solution to a commonly occurring design problem within a given context of use that describes the design problem, a general solution and examples of how to apply it." The question does not contain a description of a design problem. F: The drawing matches the definition of wireframe and low-fidelity prototype, but low-fidelity prototype is not listed as an answer.
26	B	See the description of low-fidelity prototype in the curriculum
27	A+D	See the description of interaction principle in the curriculum
28	C	See the description of mental model in the curriculum
29	C	See the description of user interface guideline in the curriculum C is a rephrasing of the definition of user interface guideline in the curriculum F is incorrect because it is about organisational requirements, not user requirements
30	F	See the definition of design pattern in the curriculum
31	B+F	See the description of usability evaluation in the curriculum
32	B	Answer B is better than answer A because it better reflects the basic principle of iterative design as described in the introduction to chapter 1. If you have the resources to usability test with 20 users, start by testing with for example 5 users, then correct the most critical problems and test again with another 5 users. C, D, E, F are not usability tests as required by the manager. Also, these activities are opinion-based so they may not work because the question says, "Your team members are sceptical towards usability." The introduction to section 7.2 in the curriculum says, "Eliciting personal opinions from users, or discussing them, is not part of a usability test."
33	E	See the definition and description of usability test in the curriculum
34	B+D	"Planning", "conducting" and "communicating" are defined in the description of usability test in the curriculum. B and D are related to "planning" A and C are related to "conducting" E is related to "communicating" F is about interview, not usability test
35	B	B asks for opinions. The introduction to usability test says, "Eliciting personal opinions from users, or discussing them, is not part of a usability test."
36	D	See the description of post-test interview in the curriculum
37	C	C has nothing to do with usability.
38	E	Answer E is incorrect because "Essential problem (must be fixed regardless of cost)" is not listed in the curriculum. Also "(must be fixed regardless of cost)" oversteps the charter of the user experience professional.

Question	Answer	Notes
39	C	C is a shortened version of the definition of usability inspection in the curriculum
40	A	A is a slightly changed version of the definition of user survey in the curriculum.

5. Important changes compared to previous versions

Date, version	Change
20-12-2022, Version 4.01	All questions have been updated to correspond to CPUX-F v4.
	All questions are now type U – Understand
	Some of the questions have been renumbered
	New or completely rewritten questions: 5, 7, 11, 15, 34, 40
	Major changes: 3, 8, 18, 22, 23, 24, 27, 29, 31, 32, 36,
	Editorial changes and clarifications to question 1, 2, 4, 9, 13, 14, 16, 21, 26, 28, 37, 38
	No changes: 6, 10, 12, 17, 19, 20, 25, 30, 33, 35, 39
	The section "Information about the CPUX-F certification test" has been deleted. The information can be found in the Examination Regulations.
	The section "Answers to the public test questions" has been extensively updated.