PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists



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| **Course Title**: BCS Foundation Certificate In User Experience (UX) | **Course Duration**: 3.0 Days |
| **Exam**: Included | **Exam Type**: Proctored Exam |
| **Qualification**: BCS Foundation Certificate In User Experience | |

## Course Syllabus

You will cover the following topics in our BCS Foundation Certificate In User Experience training course:

**1. Guiding Principles**

**1.1** Articulate the importance of taking the users' perspective.
**1.2** Paraphrase the key principles of user centred design.
**1.3** Understand that users will have different perspectives of systems.
**1.4** Recall the difference between usability and user experience.
**1.5** Summarise the benefits of accessibility.

**2. User Research**

**2.1** Choose the appropriate research method to understand the context of use.
**2.2** State the key principles of contextual inquiry.
**2.3** Demonstrate the difference between opinion-based and behaviour-based research methods.
**2.4** State the components of the context of use.
**2.5** Identify the potential users of the system.
**2.6** Understand the importance of gaining informed consent from the users.
**2.7** Plan site visits to end users to understand the context of use.
**2.8** Recognise good and poor questions to ask in user interviews.
**2.9** Discuss the kinds of data that should be collected during a site visit to users.
**2.10** Interpret the data from a site visit in ways that can be used to develop a shared knowledge of the context of use.
**2.11** List discount usability research techniques that can be used to understand the context of use, such as diary studies.
**2.12** Recognise that requirements gathering and conceptual design should be truly accessible.

**3. Documenting User Research Findings**

**3.1** Illustrate the specific users of the system.
**3.2** Write descriptions of users that can be used for design.
**3.3** Explain the rationale for focussing on user needs.
**3.4** Interpret key user needs.
**3.5** State the elements of a user story.

**4. Measuring Usability**

**4.1** Define usability.
**4.2** Illustrate how the definition of usability can be used to construct measures of usability.

**4.3** Demonstrate how to choose between good and poor design ideas by using behavioural data.
**4.4** Illustrate the role design experiments play in validated learning.
**4.5** Explain the key differences between quantitative and qualitative usability research.
**4.6** Explain the importance of good usability and iterative design.

**5. Information Architecture**

**5.1** Recognise how information flows between a person and a product or service.
**5.2** Choose appropriate schemes for classifying, organising and structuring information including functions and features.
**5.3** Describe the steps in carrying out an open and a closed card sort.
**5.4** Compare and contrast an implementation model, a mental model and a conceptual model.
**5.5** State the concept of affordance.

**6. Interaction Design**

**6.1** Describe different user interface design patterns.
**6.2** Choose the correct interactive control in a user interface design.
**6.3** Describe how the choice of user interface control has an impact on the time it takes users to achieve their goals
**6.4** Define the concept of progressive disclosure.
**6.5** State the difference between interaction design and information architecture.
**6.6** Explain why user interface consistency is an important design principle.
**6.7** State the importance of focusing on the user's tasks when designing the flow of a user interface.

**7. Visual Design**

**7.1** List fundamental principles of visual design.
**7.2** Describe the advantages and disadvantages of using metaphorical representations in visual design.
**7.3** List the fundamental basics on web content writing.

**8. User Interface Prototyping**

**8.1** Choose between different types of prototypes, for example paper and electronic, and recall the merits of each.
**8.2** Recognise the appropriate type of prototype for the phase of design.
**8.3** Recognise the importance of identifying multiple different design solutions before deciding on a specific design solution.

**9. Usability Evaluation**

**9.1** State the difference between a usability inspection and a usability test.
**9.2** Recall Nielsen's Usability Heuristics and have an awareness of other usability principles.
**9.3** Plan usability evaluations to test design hypotheses.
**9.4** Moderate a usability test.
**9.5** Choose between good and poor tasks for a usability test.
**9.6** Record the data from usability evaluations.
**9.7** Interpret the data from usability tests to distinguish high and low severity usability problems.
**9.8** State the difference between observation and interpretation.
**9.9** Identify W3C's Web Content Accessibility Guidelines as an important standard in the field of web accessibility.

## Course Overview

Do you often wonder how something could work better? Do you have a passion for helping others?

UX Designers combine their passion for solving problems with helping people. A good UX Designer will have the ability to empathise with their users. They will design solutions based on the users' goals, needs and daily tasks.

Our three-day BCS Foundation Certificate In User Experience training course will teach you about the industry best practices involved in operating, monitoring, reporting, implementing, planning and improving user experience.

## Course Learning Outcomes

**BCS Membership Offer:** If you do not hold a BCS certification and successfully pass the examination for this training course - you will be given one year's complementary BCS Membership. This offer is only valid for your first BCS qualification.

Our BCS Foundation Certificate In User Experience training course will teach you about the following:

- Guiding Principles
- User Research
- Illustrating The Context Of Use
- Measuring Usability
- Information Architecture
- Interaction Design
- Visual Design
- User Interface Prototyping
- Usability Evaluation

## Audience

Our BCS Foundation Certificate In User Experience training course is aimed at anyone involved in the design and evaluation of user interfaces:

- UX Designer
- UI Designer
- UX / UI Designer
- UX Manager
- UX Researcher
- UX Writer
- Information Architect
- UX Architect
- UX Strategist
- Product Designer
- Product Manager
- Product Owner
- Interface Designer
- Usability Engineer
- Requirement Engineer
- Product Manager

Other Usability Professionals may also be interested, including:

- IT Manager
- Quality Manager
- Development Manager
- Business Analyst

## Entry-Level Requirements

There are no formal entry-requirements for our BCS Foundation Certificate In User Experience training course.

## Recommended Reading

There is no prereading to be undertaken for our BCS Foundation Certificate In User Experience training course.

## What's Included

You will be provided with full course materials for our BCS Foundation Certificate In User Experience training course.

## Exam Information

**BCS Foundation Certificate In User Experience Examination:**

- Exam Duration: 60 Minutes
- Exam Format: Closed Book, 40 Multiple Choice Questions
- Exam Delivery: Online, Webcam Proctored
- Exam Pass Mark: 65% (26/40 Questions)

**Candidate Responsibilities**

- You need to complete registrations for both BCS and Questionmark.
- You will receive an email inviting you to register on the e-professional portal. Once you have completed this registration, you will be able to see the booking details that your training provider had given to BCS.
- The exam date and time may not reflect what you will book with Questionmark, but we will update this once the exam has taken place so your certificate will have the correct date.
- You will also receive an email with log in details for Questionmark. This will enable you to complete your registration and book your exam. The link for registering is here.
- If you are unable to see an assessment to schedule once you have registered, please contact BCS via customerservice@bcs.uk.
- If you're unable to select a remote proctored time and date, contact support@questionmark.com.

**Create Proctor Session**

- To select the exam date and time click on 'Schedule'. If you have multiple exams to schedule it is advised that you only schedule the exam you wish to take otherwise you may encounter an error 500 screen.
- If you do encounter this then please clear your browser cache before proceeding.

## What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

## Additional Information

UX Designers champion the needs of every user by making their systems accessible for all. The needs of their intended users will be at the core of every design solution – from conception to completion.

Our BCS Foundation Certificate In User Experience training course is perfect for anyone who wants to increase their knowledge of User Experience.