



Personnel
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Swiss Association for Quality



Federation of Swiss IT Experts



A program of the **Expert FSIE.ch** series.

D462 EN

Expert FSIE™ UX

User EXperience

Public Version 1.0

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Classification: Public

Status: Released



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1. Scope



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The certification is processed as per the generic SAQ Expert FSIE™ certification regulation (Reference TBD SAQ) and GTC (Reference TBD SAQ/FSIE). The document at hand describes the specific practices (competences) and requirements for the program **UX – User Experience**.

These must be demonstrated by work testimonials, advanced education graduations, the handed-in case study and in the oral exam. The re-certification encompasses work testimonials and continuing education requirements.

2. Summary of the Profile UX – User Experience

The Expert FSIE™ UX enables business and IT developers to shape and successfully execute projects with user impacts. He/she uses HCD – Human Centered Design principle to develop successful chains of experience. He/she designs ergonomic user interfaces that respect accessibility requirements and conducts user tests. Finally, he/she evaluates and guides the software developers involved through specific know-how a business customer does not possess.

swissICT “Berufe der ICT” profiles covered:

- User Experience Architekt
- ICT Consultant (UX) or IT Consultant (UX)
- Business Analyst or Business Engineer (UX)
- ICT Requirements Engineer or Systems Analyst (UX)
- Software Engineer (UX), Application Developer (UX)

Agile profiles covered:

- Expert UX
- Engineer UX

3. Catalog of UX Practices and Collaboration Requirements

The practices are further refined in an FSIE-internal document which contains detailed competences description, methods, techniques and sample examination questions.

3.1. UX Practices

Practice-ID	Title	Description
uxBOC 01	HCD	Understand and apply HCD (human centred design) principles and techniques.



Practice-ID	Title	Description
uxBOC 02	Ergonomics Requirements	User experience design (chains of experience) and user interface, accessibility, usability and ergonomics requirements gathering and specifications.
uxBOC 03	UX Solution Evaluation	Competitor analysis and evaluation of possible user interface solutions.
uxBOC 04	User Interface Modelling and Implementation	Modelling, prototyping and implementation of user interface content and interaction structures.
uxBOC 05	User Centered Verification	User centred verification and validation methods.
uxBOC 06	User Interface Acceptance Testing	Lead in the user acceptance tests (ergonomics part).

The Expert FSIE™ UX is required to reach a level of competence according to Bloom¹ of 4, 5 or 6 (analysis, synthesis, evaluation) for 5 out of the 6 practices. The 1 remaining he/she should master at level 3 (application).

3.2. UX Collaboration Requirements

Topic	Description
Expert FSIE™ BRIDGE	Typically, the Expert FSIE™ UX is involved in the preparation or execution of a project by the respective expert. This expert understands the business context, owns the business requirements, prepares business cases and guides the overall project execution.
Expert FSIE™ Engineering	The tasks of software/hardware interface design and development are delegated to the respective experts in coordination of an eventually involved Expert FSIE™ BRIDGE.
Expert FSIE™ Quality	The tasks of UX quality measurement and reporting for continuous process improvement tailored to the enterprise architecture and objectives are delegated to the respective experts.
Expert FSIE™ Security	The tasks of UX-related security risks and threats identification as well as measures definition and implementation are delegated to the respective experts in coordination of an eventually involved Expert FSIE™ BRIDGE.

When delegating, holders of the titles Expert FSIE™ <xy> in provider lead roles are preferred.

An Expert FSIE™ UX must demonstrate the understanding and practical application of the above collaborations with

¹ https://en.wikipedia.org/wiki/Bloom%27s_taxonomy



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- BRIDGE
- Engineering

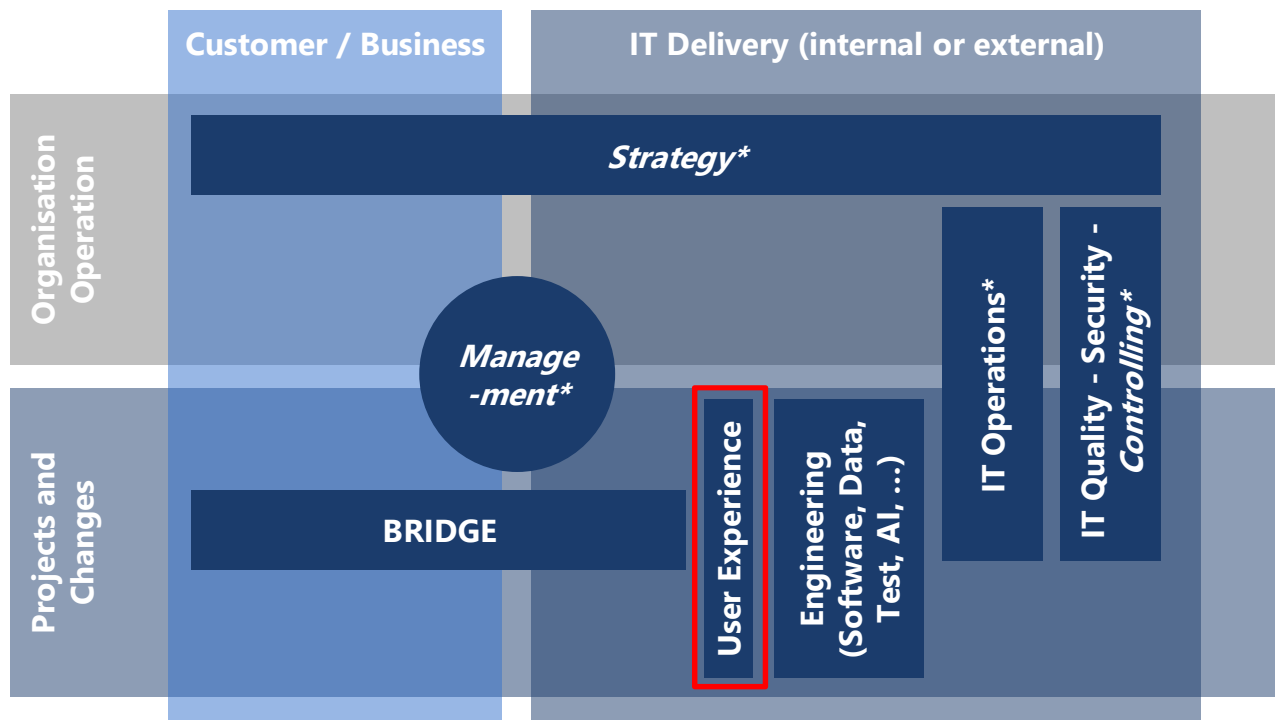
3.3. UX Work Context Requirements

Before project/change tasks	The Expert FSIE™ UX is typically involved in the initialisation and preparation phases of a project, even before the project exists. In these phases she/he consults a business customer about the impact of the user interface quality, likely costs and benefits of good UX or lack of it.
Project/change tasks	When a project proposal (business case) convinces a business customer, the Expert FSIE™ UX takes on the role of coordinator for all user related aspects. In this role, she/he has the coordinating role in user research, prepares the use cases, organises the drafting the user experience with mockups or simple prototypes and organises the evaluation of the user interface and user experience. Central aspects are the definition of user stories, the development of storyboards and use scenarios and the building of LoFi- and HiFi-prototypes. He is also in charge of the visual design of the user interface. As an added task, he ensures that the accessibility of the developed product meets the needs of the targeted users. All activities are not necessarily executed by the Expert FSIE™ UX, but he is the person responsible that they are executed correctly.

An Expert FSIE™ UX must demonstrate to have taken the lead in both of the 2 above-mentioned contexts at least once.

3.4. The Expert FSIE™ UX in the FSIE profiles collaboration and work model

An Expert FSIE™ UX has a delivery- and project/changes-oriented (ITIL: service creation) role.



4. Work Testimonials

The work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

4.1. Requirements

The required minimum is 40% capacity in the past 6 years, i.e. 3'840 hours of practical work covering the 9 practices as per chapter 3.1 not older than 6 years must be reported.

For every of the 6 practices, he/she must have a record of ≥ 160 hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.



5. Advanced Education Requirements

The Expert FSIE™ UX has graduated >=15 ECTS worth of any of the following advanced education programs (or certificates). The graduation certificates must be provided (scanned).

Education Provider	Name	Link	ECTS
ZHAW - FH/ZHAW	Master-Specialisation: Human Information Interaction	X	20
UNIZH - University of Zurich	Master- Specialisation: People-Oriented Computing	X	20
UX Schweiz	UXQB International Usability and User Experience Qualification Board Certification	X	2
FHO -Fachhochschule Ostschweiz / HSR – Standort Rapperswil	MAS Human Computer Interaction Design	X	20

Important Note: The list above only encompasses Swiss UX advanced education offerings known to the FSIE UX specialisation commission. If a candidate is a graduate of a non-listed course that presumably covers all or some of the UX practices, he/she shall submit it and the FSIE UX specialisation commission will assess the validity and eventually attributable ECTS. Also, if you are a provider of advanced education that is not listed, please send it in for assessment and listing to ux@fsie.ch.

The graduations must not be older than 6 years or maintained in the past 6 years, if the advanced education has a re-certification regulation (e.g. UXQB).

Temporary regulation:

The non-re-certifiable graduations can be older than 6 years. Also, they can stem from no longer existing education providers and/or be titles/programs that do no longer exist but were appropriately covering the educational aspects of the UX practices as listed in chapter 3.1.

6. Case Study

The case study is written using the standard template (D422-LINK) valid for every Expert FSIE™.

Specific UX requirement:

The case study must encompass the application and evaluation of User centred verification and validation methods (uxBOC 05).



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7. Oral Exam

The oral exam is conducted using the standard structure and assessment scheme valid for every Expert FSIE™ (D421-LINK).

6 of the 6 practices must be covered in the 2nd and 3rd exam parts of the case study and specialisation questionings.

8. Re-Certification

The re-certification requirements are checked every 3 years.

8.1. Continued work testimonials

The continued work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

The required minimum is 40% capacity in the past 3 years, i.e. 1'920 hours of practical work covering the 9 practices as per chapter 3.1 not older than 3 years must be reported by the Expert FSIE™ UX.

For every of the 6 practices, he/she must have a record of ≥ 80 hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.

If feasible, a onetime extension of 0.5 years to reach the above requirements can be granted.

8.2. Continuing education

The Expert FSIE™ UX must achieve the standard amount of 18 CEP with UX-specific or generic continuing education in 3 years conforming to the FSIE CEP regulation (D440-LINK). Note: 18 CEP can be achieved by attending 9 full-day UX or generic refresher courses. However, the CEP regulation attributes CEP also to other continuing education measures.

If feasible, a onetime extension of 0.5 years to reach the above requirement can be granted.

9. Title

- The title is valid for 3 years after the initial certification and after each successfully completed re-certification.
- As long as valid, the holder is licensed to use the following title:

[IT] Expert FSIE™ UX | User Experience



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Note: [] denotes optional parts, | separates options. FSIE recommends making use of the IT prefix for UX only, if the expert actually also delivers UI code/software.

- As long as valid, the holder is licensed to use 1 of the following alternative titles:

[IT] Expert FSIE™ UX Consultant

[IT] Expert FSIE™ Developer UX

[IT] Expert FSIE™ User Experience Architect

The holder can request 1 printed certificate with his chosen alternative title.

For the other language variants refer to D462_DE, D462_FR and D462_IT