

AGILE

INTERMEDIATE

2 DAYS

Certified ScrumMaster (CSM)

The Certified ScrumMaster (CSM) is the foundational certification for professionals who want to understand and apply the Scrum framework. It is designed for anyone joining or working with a Scrum team, regardless of their current role. The course is delivered by a Certified Scrum Trainer (CST) over a minimum of 16 hours. Upon successful completion, participants sit an online assessment and earn a two-year membership with Scrum Alliance.

Why CSM?

Recognised credential

Certified ScrumMaster (CSM) credential from Scrum Alliance, valid for two years.

Practical skills

Practical skills to introduce and support Scrum adoption within teams and organisations.

Practical capability

Two-year Scrum Alliance membership with access to resources, events, and the member directory.

Career progression

Foundation to progress to the Advanced Certified ScrumMaster (A-CSM) certification.

Practical skills

Ability to work effectively as a Scrum Master or any other member of a Scrum team.

Career value

Increased employability in Agile, DevOps, and digital transformation roles globally.

What you'll be able to do

- ✓ Understand the Scrum framework, its values, and its underlying Agile principles
- ✓ Explain the three Scrum accountabilities: Scrum Master, Product Owner, and Developers
- ✓ Describe all Scrum events, their purposes, time-boxes, and participants
- ✓ Identify Scrum artifacts and the commitments associated with each
- ✓ Distinguish Scrum from traditional project management and other Agile approaches
- ✓ Apply Scrum practices within a team setting to deliver value iteratively
- ✓ Support the adoption of Scrum in an organisation by facilitating understanding
- ✓ Prepare for and pass the CSM online assessment (50 questions, 37 required to pass)

Who this is for

- Scrum Masters
- Project Managers
- Agile Coaches
- Team Leads
- Delivery Managers
- Scrum team members

Curriculum

01 Agile Foundations

- Origins of Agile and the Agile Manifesto
- The 12 Agile principles and their practical meaning
- Empiricism: transparency, inspection, and adaptation
- Differences between predictive and adaptive planning
- Why Scrum exists and the problems it solves

02 The Scrum Framework

- The Scrum Guide overview and its role as the definition of Scrum
- Scrum values: commitment, focus, openness, respect, courage
- What makes Scrum lightweight and incomplete by design
- Understanding Scrum as a framework, not a methodology

03 Scrum Accountabilities

- The Scrum Master: servant-leader, coach, facilitator, impediment remover
- The Product Owner: vision holder, backlog manager, stakeholder liaison
- The Developers: cross-functional, self-managing, responsible for the Increment
- How the three accountabilities collaborate and interact
- Common misconceptions about each role

04 Scrum Events

- The Sprint: time-box, goal, and immutability
- Sprint Planning: inputs, outputs, and the Sprint Goal
- Daily Scrum: purpose, format, and common anti-patterns
- Sprint Review: demonstrating value and inspecting the product
- Sprint Retrospective: inspecting and improving the process
- Ordering and nesting of events within the Sprint

05 Scrum Artifacts

- Product Backlog: definition, refinement, and ordering
- Sprint Backlog: Sprint Goal, selected items, and the plan
- Increment: definition and the concept of Done
- Definition of Done: why it matters and how to create one
- Product Goal as the commitment for the Product Backlog

06 Applying Scrum

- Forming and launching a Scrum team
- Estimating and forecasting in Scrum (story points, relative sizing)
- Managing stakeholders and communicating progress
- Handling impediments and escalation paths
- Common Scrum anti-patterns and how to address them
- Introducing Scrum into an existing organisation

07 CSM Assessment Preparation

- Overview of the CSM online assessment format
- Review of key Scrum Guide terminology and definitions
- Practice questions and scenario-based exercises
- Test-taking strategies and guidance on the two-attempt policy