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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.
Topic 2	• Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.
Topic 3	• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.
Topic 4	• Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 5	• User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.

Topic 6	• Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.

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ISTQB Certified Tester Usability Tester Sample Questions (Q10-Q15):

NEW QUESTION # 10
Which of the following are advantages of using a usability lab?
i. The context is natural
ii. Test sessions are easy to observe
iii. Inexpensive setup
iv. Similar conditions for all sessions
v. Easy recording of sessions

- A. iii, iv & v are true, i & ii are false
- B. ii, iv & v are true, i & iii are false
- C. i, ii & v are true, iii & iv are false
- D. ii & iv are true, i, iii & v are false

Answer: B

Explanation:
Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.
Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.
References:
Nielsen Norman Group: Usability Labs - Pros and Cons
ISO 25062:2006 - Usability Test Reporting
Usability.gov: Setting Up a Usability Lab
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NEW QUESTION # 11
Which of the following are common mistakes made in usability testing?
i. The user is too active
ii. Critical results are ignored
iii. No observers involved
iv. Scheduling too late
v. Incorrect focus

- A. i, ii & iii are true, iv & v are false
- B. ii, iv & v are true, i & iii are false

- C. i & iii are true, ii, iv & v are false
- D. ii & iv are true, i, iii & v are false

Answer: B

Explanation:
Common mistakes in usability testing include:
Ignoring critical results (ii): A significant issue if findings are not acted upon.
Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.
Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.
Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.
Hence, the correct answer is A: ii, iv & v are true.
References:
Nielsen Norman Group: Common Mistakes in Usability Testing
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Planning and Conducting Usability Testing
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NEW QUESTION # 12
Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Usability standards
- B. Opinion of the management
- C. Statutory Code of Practice
- D. Functional requirements

Answer: A

Explanation:
Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.
Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.
References:
ISO 9241-110:2020 - Interaction Principles
WCAG 2.1 - Web Content Accessibility Guidelines
Nielsen Norman Group - Heuristic Evaluation
##########

NEW QUESTION # 13
Which of the following is the best description for a usability test session?

- A. A black-box test technique in which test cases are designed to execute usability scenarios.
- B. A document specifying a sequence of actions for the execution of a usability test.
- C. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- D. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.

Answer: C

Explanation:
A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan

or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.
References:
ISO 25062:2006 - Common Industry Format (CIF)
Nielsen Norman Group: Usability Testing 101
Usability.gov: Usability Test Sessions
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NEW QUESTION # 14
You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.
Which of the following is a reasonable task definition to include in the test?

- A. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".
- B. Which mobile operating system do you prefer?
- C. Put the first phone you find in your shopping cart!
- D. Your phone broke and you're looking for a new smartphone. Your budget is 200$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!

Answer: D

Explanation:
Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.
References:
Nielsen Norman Group: Writing Effective Usability Tasks
Usability.gov: Scenario-Based Usability Tasks
ISO 25062 - Usability Test Reporting
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NEW QUESTION # 15
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