2026 ISQI Unparalleled CTFL-UT: ISTQB Certified Tester-Foundation Level - Usability Testing Preparation

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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is a professional certification that is designed to measure an individual's knowledge and skills in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is offered by the International Software Quality Institute (ISQI) and is recognized worldwide as a standard in the industry.

ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Exam is a globally recognized certification in the field of software testing. It is designed to assess the knowledge and skills of individuals who are involved in usability testing of software applications. CTFL-UT exam is based on the syllabus developed by the International Software Testing Qualifications Board (ISTQB), which is the leading organization in the field of software testing.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q25-Q30):

NEW QUESTION # 25
Which of the following statements about usability testing is true?

- A. The preparation of a usability test is optional
- B. Before the usability test sessions, a pilot usability test session can be conducted
- C. The conditions under which a usability test is done are irrelevant
- D. A usability test consists of one usability test session

Answer: B

Explanation:
A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.
According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.
References:
ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing
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NEW QUESTION # 26
As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.
Given this information, what is the best approach to verify the usability at the current stage?

- A. Usability test in the lab
- B. Usability maturity assessment
- C. Unmoderated usability test
- D. Usability review

Answer: D

Explanation:
At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.
References:
Nielsen Norman Group: When to Use Heuristic Evaluation
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Usability Evaluation Types

NEW QUESTION # 27
Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team.

What are you going to do differently this time?

- A. Make the report more detailed and longer
- B. Add the low-priority findings you didn't include in the first report
- C. Include positive findings in the report, not only usability problems
- D. Include contact details of the test participants so that the development team can contact them in case they have questions

Answer: C

Explanation:
Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.
References:
Usability.gov: Reporting Usability Findings
Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format
##

NEW QUESTION # 28
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. ii, iv & v are true, i & iii are false
- B. ii & iv are true, i, iii & v are false
- C. iii, iv & v are true, i & ii are false
- D. i, ii & v are true, iii & iv are false

Answer: A

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 # 29
You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Accessibility evaluation
- B. Risk assessment
- C. Usability maturity assessment
- D. Usability evaluation

Answer: D

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

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NEW QUESTION # 30

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