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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Usability and Accessibility Standards: This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.
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.

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ISTQB Certified Tester Usability Tester Sample Questions (Q31-Q36):

NEW QUESTION # 31
Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

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

Answer: D

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.
They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.
Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.
References:
WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
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NEW QUESTION # 32
In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on quantitative usability evaluations

- B. They also seek to address users with limitations
- C. They use prototyping in their development process
- D. They focus on agile development

Answer: B

Explanation:
When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.
References:
W3C: Accessibility Fundamentals
ISO 9241-171 and 210 - Accessibility and Human-Centered Design
ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 33
You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.
You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.
Which of the following user questionnaires allow benchmarking against previous usability measurements?
i. SUS
ii. SUMI
iii. WAMMI

- A. ii & iii are true, i is false
- B. i & ii are true, iii is false
- C. i is true, ii & iii are false
- D. i, ii and iii are true

Answer: D

Explanation:
SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.
Therefore, all three-i, ii, and iii-are true, making D the correct answer.
References:
Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale
Kirakowski, J. (1994). SUMI Development
Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:
##

NEW QUESTION # 34
What's the difference between an informal usability review and an expert usability review?

- A. An informal review only requires one reviewer
- B. No formal usability qualifications are required for an informal usability review
- C. Contrary to an expert review, an informal usability review is based on opinion
- D. An expert usability review is a formal review, not an informal review

Answer: B

Explanation:
An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.
In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert

reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.
References:
Nielsen Norman Group: Heuristic Evaluation
ISO 9241-110:2020 - Interaction Principles
Usability.gov: Expert Review vs Informal Review
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NEW QUESTION # 35

Which of the following is a key activity in a usability test session?

- A. Extract usability findings and recommendations
- B. Moderate the usability test
- C. Talk to the participant during the completion of a task
- D. Test the set up and modify the test script if needed

Answer: B

Explanation:
Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.
References:
Nielsen Norman Group: Role of the Usability Test Moderator
ISO 25062:2006 - Usability Test Documentation
Usability.gov: Conducting a Usability Test
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NEW QUESTION # 36

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