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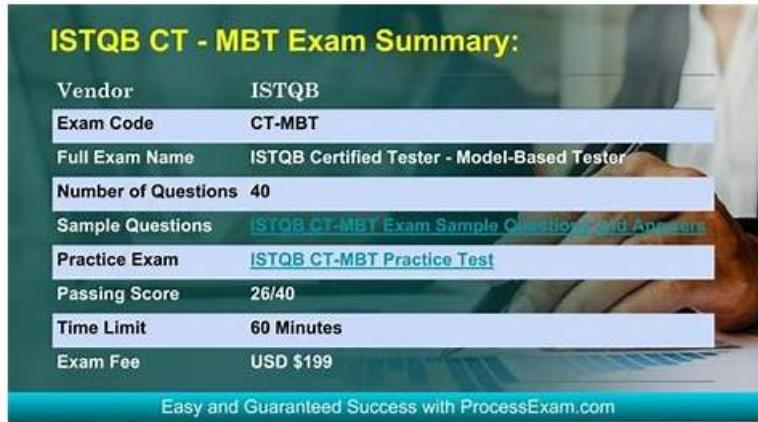
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ISTQB CT-UT Exam Syllabus Topics:

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	• 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 3	• 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 4	• 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 5	• 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 (Q11-Q16):

NEW QUESTION # 11
What is the System Usability Scale (SUS)?

- A. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- B. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C. A requirement on the usability of a component of system
- D. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.

Answer: D

Explanation:
The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.
References:
Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.
Usability.gov: System Usability Scale (SUS)
ISO/IEC 25062 - Common Industry Format for Usability Test Reports
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NEW QUESTION # 12
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations assess the outcome, formative evaluations focus on improvement
- B. Summative evaluations focus on improvement, formative evaluations assess the outcome
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: A

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.
References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing

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NEW QUESTION # 13
Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. Quadruple A (AAAA)
- C. Triple A (AAA)
- D. Single A (A)

Answer: C

Explanation:
The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:
Level A (Single A) is the minimum level of compliance.
Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.
Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.
There is no such level as "Quadruple A (AAAA)," making option D invalid.
Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.
References:
W3C: WCAG 2.1 Conformance Requirements
ISO/IEC 40500:2012 (WCAG 2.0)
W3C: How to Meet WCAG
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NEW QUESTION # 14
Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing happens on a regular basis, e.g. each Monday
- B. Testing is quantitative
- C. Testing is informal and many potential users can be accessed
- D. Testing focuses on instant redesigns and confirming made changes

Answer: D

Explanation:
Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.
References:
* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method
* Nielsen Norman Group: Rapid Iterative Testing
* Usability.gov: RITE Method Overview

NEW QUESTION # 15
Which of the following statements about usability testing is true?

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

Answer: D

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 # 16

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