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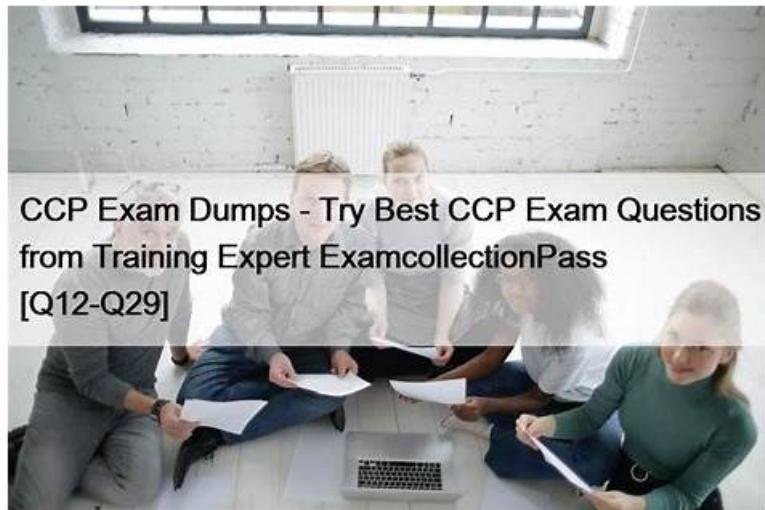
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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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.
Topic 5	• 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.

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ISTQB Certified Tester Usability Tester Sample Questions (Q12-Q17):

NEW QUESTION # 12
Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- B. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- C. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.
- D. Positive usability findings allow a better view of the usability of the product.

Answer: A

Explanation:
Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:
A: Build developer confidence and soften criticism when pointing out issues.
C: Provide a complete picture of usability strengths and weaknesses.
D: Inform developers what should remain unchanged during redesign.
However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.
References:
Nielsen Norman Group: Communicating Usability Findings
Usability.gov: Best Practices for Usability Reporting
ISO 25062 - Usability Test Report Content
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NEW QUESTION # 13
What location is NOT suitable for conducting a usability test?

- A. A public place, such as a cafe.
- B. A room at the place where the test participant lives or works.
- C. A room where no action of the user can be seen or recorded by any means.
- D. Two office rooms that are connected by a video link.

Answer: C

Explanation:
The primary goal of usability testing is to observe and record user behavior while interacting with the system.
A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.
While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.
Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.
References:
Usability.gov: Conducting Usability Testing
Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 14

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Usability problem
- B. Functional problem
- C. Good idea
- D. Positive finding

Answer: C

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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NEW QUESTION # 15

What is the System Usability Scale (SUS)?

- A. 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.
- B. A requirement on the usability of a component of system
- C. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.
- D. 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.

Answer: C

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 # 16

A "usability requirement" is:

- A. A requirement needed to define the size of a mobile phone used in a usability test
- B. A requirement how to conduct a usability test
- C. A requirement on the usability of a component or system
- D. A requirement needed for a usability tester

Answer: C

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.
References:
ISO 9241-11:2018 - Usability: Definitions and Concepts
ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements
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NEW QUESTION # 17

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