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**ISTQB FOUNDATION LEVEL EXAM
2025/2026 QUESTIONS AND ANSWERS
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STUDY MATERIALS

Error - ANS User made mistake in using the software, this may lead directly to a problem

defect - ANS flaws in the software itself

acceptance criteria - ANS The exit criteria that a component or system must satisfy in order to be accepted by a user, customer, or other authorized entity.

acceptance testing - ANS Formal testing with respect to user needs, requirements, and business processes conducted to determine whether or not a system satisfies the acceptance criteria and to enable the user, customers or other authorized entity to determine whether or not to accept the system.

accessibility testing - ANS Testing to determine the ease by which users with disabilities can use a component or system.

accuracy - ANS The capability of the software product to provide the right or agreed results or effects with the needed degree of precision.

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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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 (Q18-Q23):

NEW QUESTION # 18

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

Answer: A

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 # 19

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 contact details of the test participants so that the development team can contact them in case they have questions
- **D. Include positive findings in the report, not only usability problems**

Answer: D

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

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NEW QUESTION # 20

Why are positive usability findings of high importance? Which of the following statements is wrong?

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

Answer: B

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 # 21

What does the Equality Act address?

- **A. It protects people from discrimination in the workplace and in wider society**
- B. It states that websites have to adhere to the WCAG conformity level AA
- C. It obligates organizations to make sites accessible at all costs
- D. It states that websites have to adhere to the WCAG conformity level A

Answer: A

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 22

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. Unmoderated usability test
- C. Usability review
- D. Usability maturity assessment

Answer: C

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 # 23

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Are you satisfied with your present job? Are you satisfied with what you are doing? Do you want to improve yourself? To master some useful skills is helpful to you. Now that you choose to work in the IT industry, you must register IT certification test and get the IT certificate which will help you to upgrade yourself. What's more important, you can prove that you have mastered greater skills. And then, to take ISTQB CT-UT Exam can help you to express your desire. Don't worry. TestInsides will help you to find what you need in the exam and our dumps must help you to obtain CT-UT certificate.

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