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The CTFL-UT certification program is recognized globally and is offered by the International Software Testing Qualifications Board (ISTQB). ISTQB Certified Tester-Foundation Level - Usability Testing certification is designed to meet the needs of professionals in different industries, including software development, web design, and mobile app development. The CTFL-UT Certification is an essential credential for professionals who want to advance their career in usability testing and become experts in the field.

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The CTFL-UT exam is developed and administered by the International Software Testing Qualifications Board (ISTQB). ISTQB is a non-profit organization that aims to promote software quality by establishing uniform standards for software testing. The CTFL-UT exam is part of the ISTQB Foundation Level certification program, which is a globally recognized certification program for software testing professionals. The CTFL-UT certification is an entry-level certification that provides a solid foundation for individuals who want to pursue a career in usability testing.

ISQI CTFL-UT Certification Exam is based on the syllabus developed by the International Software Testing Qualifications Board (ISTQB). The ISTQB is a global organization that aims to promote software quality and testing standards. It has developed a comprehensive set of certification exams, including the CTFL-UT, which is recognized worldwide as a benchmark for proficiency in usability testing.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q19-Q24):

### NEW QUESTION # 19

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

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

**Answer: D**

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 # 20

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Interview users, develop the software, and perform acceptance test
- B. Define requirements, develop the software, and perform acceptance test
- C. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- D. Interview users, iteratively develop prototypes, and evaluate the software

**Answer: D**

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

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## NEW QUESTION # 21

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "analyze"-part
- B. The "evaluate"-part
- C. The "design"-part
- D. The "iterate"-part

**Answer: D**

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

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### NEW QUESTION # 22

Which of the following is the highest WCAG conformance level, promising the most accessible content?

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

**Answer: B**

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 # 23

What does the Equality Act address?

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

**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 # 24

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