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Start Your Preparation for ISTQB Usability Testing (CT-UT) Certification Exam

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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	• 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 3	• 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 4	• 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 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 (Q17-Q22):

NEW QUESTION # 17
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 also seek to address users with limitations
- D. They focus on agile development

Answer: C

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 # 18
Which of the following statements about usability testing is true?

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

Answer: C

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 # 19

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Opinion of the management
- B. Statutory Code of Practice
- C. Usability standards
- D. Functional requirements

Answer: C

Explanation:
Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.
Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.
References:
ISO 9241-110:2020 - Interaction Principles
WCAG 2.1 - Web Content Accessibility Guidelines
Nielsen Norman Group - Heuristic Evaluation
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NEW QUESTION # 20

What is good accessibility?

- A. Good usability of a software product by people with limited knowledge of the software
- B. Good usability of a software product on all devices (smart phone, computer, etc.)
- C. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility
- D. Good usability regardless of disturbances like bright sunlight, noise or wind

Answer: C

Explanation:
Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.
References:
WCAG 2.1 Guidelines - W3C
ISO 9241-171:2008 - Guidance on software accessibility
Usability.gov: Accessibility Basics
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NEW QUESTION # 21

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check consumed resources regularly and compare with the estimates
- B. Check whether the usability test report conforms to the best practices

- C. Check that findings are communicated to the stakeholders
- D. Check that the usability test plan has been properly reviewed

Answer: A

Explanation:
To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO
9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.
References:
* ISO 9001:2015 - Quality Management Systems
* ISTQB: Usability Testing Guidelines
* Nielsen Norman Group: Budgeting for Usability Testing
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NEW QUESTION # 22

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