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### ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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## ISTQB Certified Tester Usability Tester Sample Questions (Q24-Q29):

### NEW QUESTION # 24

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
- ii. Visually appealing design
- iii. Text alternatives
- iv. Keyboard accessibility
- v. Mouse input

- A. i, iii, iv & v are true, ii is false
- B. i, ii, & iii are true, iv & v are false
- C. i & iii are true, ii, iv & v are false
- D. iv & v are true, i, ii & iii are false

**Answer: A**

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- i. Text resizing (SC 1.4.4),
- iii. Text alternatives for non-text content (SC 1.1.1),
- iv. Keyboard accessibility (SC 2.1.1),
- v. Device independence, which includes not relying solely on mouse input.

Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.

References:

WCAG 2.1 Guidelines by W3C ([w3.org/WAI/WCAG21](https://www.w3.org/WAI/WCAG21))

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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### NEW QUESTION # 25

Which of the following is the best description for a usability test session?

- A. A black-box test technique in which test cases are designed to execute usability scenarios.
- B. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- D. A document specifying a sequence of actions for the execution of a usability test.

**Answer: C**

Explanation:

A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.

References:

ISO 25062:2006 - Common Industry Format (CIF)

Nielsen Norman Group: Usability Testing 101

Usability.gov: Usability Test Sessions

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## NEW QUESTION # 26

What does the Equality Act address?

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

**Answer: C**

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 # 27

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 that findings are communicated to the stakeholders
- B. Check that the usability test plan has been properly reviewed
- C. Check consumed resources regularly and compare with the estimates
- D. Check whether the usability test report conforms to the best practices

**Answer: C**

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 # 28

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers). Which kind of risk is most likely to occur?

- A. Usability risk
- **B. Accessibility risk**
- C. There's no risk predictable
- D. User experience risk

**Answer: B**

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

\* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

\* ISO 9241-171:2008 - Software Accessibility

\* Usability.gov: Accessibility Guidelines

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### NEW QUESTION # 29

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