

# ISTQB CT-UT Reliable Exam Registration: ISTQB Certified Tester Usability Tester - DumpsQuestion High-effective Company



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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.</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>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ISTQB Certified Tester Usability Tester Sample Questions (Q35-Q40):

### NEW QUESTION # 35

Which of the following are common mistakes made in usability testing?

- i. The user is too active
- ii. Critical results are ignored
- iii. No observers involved
- iv. Scheduling too late
- v. Incorrect focus

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

**Answer: A**

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Planning and Conducting Usability Testing

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### NEW QUESTION # 36

Which of the following is a key activity in a usability test session?

- A. Extract usability findings and recommendations
- B. Test the set up and modify the test script if needed
- C. Talk to the participant during the completion of a task
- D. Moderate the usability test

**Answer: D**

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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**NEW QUESTION # 37**

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

**Answer: C**

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 # 38**

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

- A. They focus on agile development
- B. They use prototyping in their development process
- C. They focus on quantitative usability evaluations
- **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 # 39**

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

- Answer: D**

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