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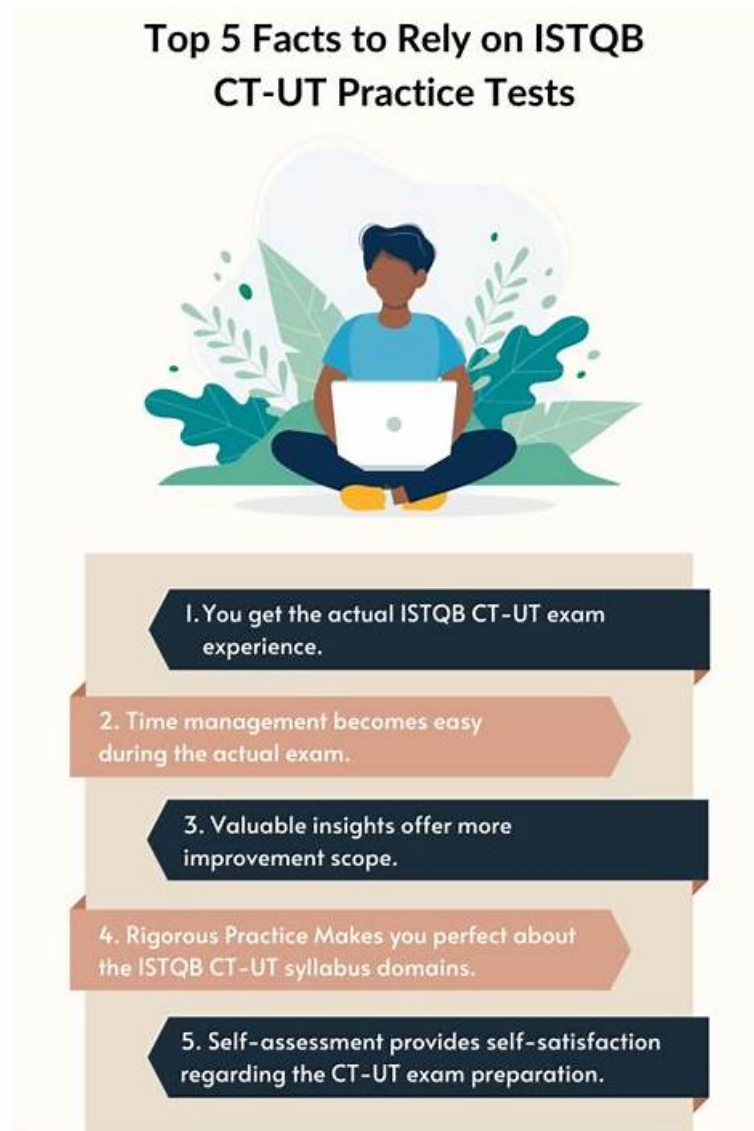
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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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.
Topic 5	• 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 6	• 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.

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ISTQB Certified Tester Usability Tester Sample Questions (Q20-Q25):

NEW QUESTION # 20
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations focus on improvement, formative evaluations assess the outcome
- B. Summative evaluations assess the outcome, formative evaluations focus on improvement
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: B

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
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NEW QUESTION # 21
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 are true, ii, iv & v are false
- B. i, iii, iv & v are true, ii is false
- C. i, ii, & iii are true, iv & v are false
- D. iv & v are true, i, ii & iii are false

Answer: B

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.
They specifically address:
i. Text resizability (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)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
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NEW QUESTION # 22
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 regardless of disturbances like bright sunlight, noise or wind
- D. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility

Answer: D

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 # 23

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. Statutory Code of Practice
- B. Opinion of the management
- 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 # 24

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

Answer: B

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 # 25

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