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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<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>

## ISTQB Certified Tester Usability Tester Sample Questions (Q30-Q35):

### NEW QUESTION # 30

A "usability requirement" is:

- A. A requirement on the usability of a component or system
- B. A requirement how to conduct a usability test
- C. A requirement needed to define the size of a mobile phone used in a usability test
- D. A requirement needed for a usability tester

**Answer: A**

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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### NEW QUESTION # 31

What's the difference between an informal usability review and an expert usability review?

- A. Contrary to an expert review, an informal usability review is based on opinion
- B. An expert usability review is a formal review, not an informal review
- **C. No formal usability qualifications are required for an informal usability review**
- D. An informal review only requires one reviewer

**Answer: C**

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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### NEW QUESTION # 32

You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.

Which of the following is a valid approach for evaluating the usability in this case?

- **A. Usability Review**
- B. Accessibility Evaluation
- C. Usability testing
- D. User surveys

**Answer: A**

Explanation:

When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method.

Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.

Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.

References:

Nielsen Norman Group: Heuristic Evaluation

Usability.gov: Expert Reviews and Inspections

ISO 9241-110 - Usability Principles

### NEW QUESTION # 33

A "usability test participant" ...

- A. ... can be the organizer of a usability test.
- B. ... is a person who observes a usability test.
- C. ... helps to set up the system used for the usability test.
- **D. ... is a representative user who solves typical tasks in a usability test.**

**Answer: D**

Explanation:

A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user

satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.

References:

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Roles in a Usability Test

Nielsen Norman Group: Recruiting Test Participants

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### NEW QUESTION # 34

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is quantitative
- B. Testing is informal and many potential users can be accessed
- C. Testing happens on a regular basis, e.g. each Monday
- **D. Testing focuses on instant redesigns and confirming made changes**

**Answer: D**

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

\* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method

\* Nielsen Norman Group: Rapid Iterative Testing

\* Usability.gov: RITE Method Overview

### NEW QUESTION # 35

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Preparing for the ISTQB Certified Tester Usability Tester (CT-UT) certification test can be a difficult task for candidates. They often face several challenges during their preparation for the ISTQB Certified Tester Usability Tester (CT-UT) exam, including fear, lack of updated CT-UT Exam Dumps, and time constraints. Fortunately, there is a solution to these challenges. Lead1Pass is a reliable website that provides genuine and updated CT-UT Practice Test.

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