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The CTFL-UT certification exam is aimed at individuals who have a strong understanding of software testing principles and techniques, as well as an interest in usability testing. It is also suitable for professionals who are involved in software development, project management, and quality assurance. CTFL-UT exam is divided into multiple-choice questions and is typically completed within 60 minutes. Upon passing the exam, individuals will receive the ISQI CTFL-UT Certification, which is recognized globally by employers and industry professionals. ISTQB Certified Tester-Foundation Level - Usability Testing certification serves as a testament to an individual's expertise in the field of usability testing, and can greatly enhance their career opportunities.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q16-Q21):

NEW QUESTION # 16
A "usability requirement" is:

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

Answer: D

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 # 17
Which of the following statements about usability testing is true?

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

Answer: B

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 # 18
Which of the following is a principal task of the usability tester role?

- A. Communicate with test participant
- B. Define testing tasks
- C. Perform pre-session briefing of participants
- D. Discuss findings from usability test

Answer: A

Explanation:
The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.
Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.
Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.
References:
Usability.gov, Usability Testing Basics
Nielsen Norman Group, Moderating Usability Tests
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities
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NEW QUESTION # 19
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. User experience risk
- B. Usability risk
- C. There's no risk predictable
- D. Accessibility risk

Answer: D

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 # 20
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 the usability test plan has been properly reviewed
- B. Check consumed resources regularly and compare with the estimates
- C. Check that findings are communicated to the stakeholders
- D. Check whether the usability test report conforms to the best practices

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 # 21
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