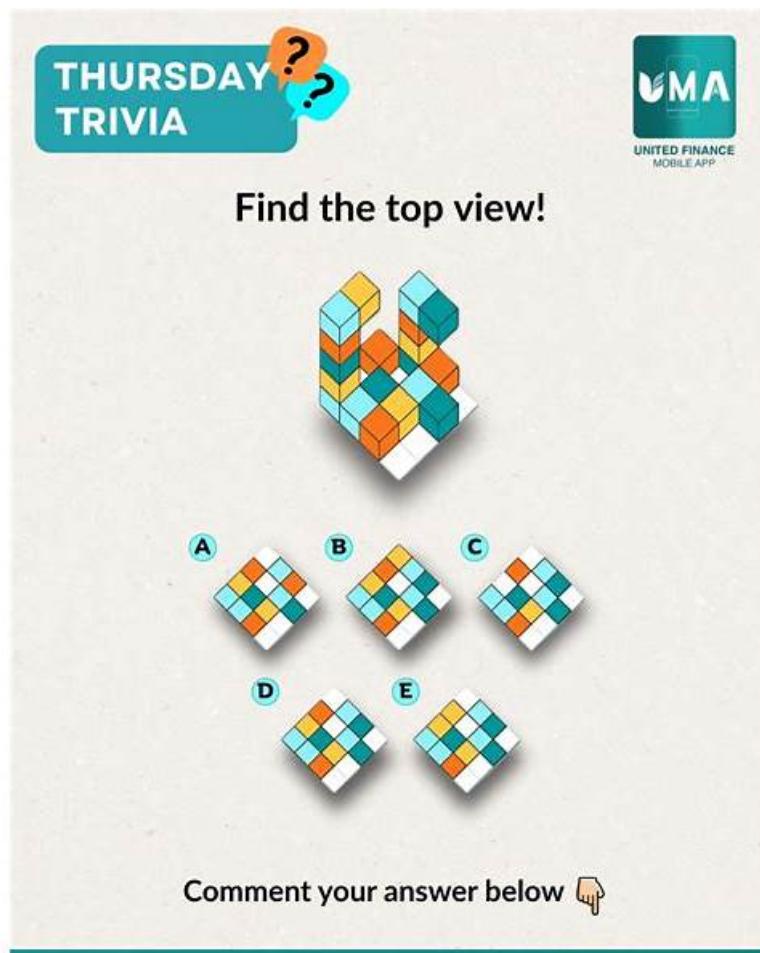


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The ISTQB Certified Tester-Foundation Level - Usability Testing Exam is designed for professionals who are involved in the field of software testing, particularly in the area of user experience testing. CTFL-UT exam covers various aspects of usability testing, including its importance, the principles of usability testing, the usability testing process, usability testing techniques, and tools used in usability testing. CTFL-UT exam also covers the role of the tester in usability testing and the importance of usability testing in the software development process.

The CTFL-UT certification exam is designed for software testers, quality assurance professionals, and software developers who want to enhance their skills in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is also suitable for those who are new to the field of software testing and want to gain a solid understanding of usability testing concepts and techniques. CTFL-UT Exam covers a range of topics, including the importance of usability testing, usability testing methods, usability metrics, and usability testing tools.

The ISTQB Certified Tester-Foundation Level - Usability Testing certification program has become increasingly popular in recent years, as the demand for professionals with expertise in usability testing has grown. The ISQI CTFL-UT certification is recognized

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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q26-Q31):

### NEW QUESTION # 26

A "usability test participant" ...

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

**Answer: A**

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-Centred Design

Usability.gov: Roles in a Usability Test

Nielsen Norman Group: Recruiting Test Participants

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### NEW QUESTION # 27

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

**Answer: B**

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-Centred Design

Usability.gov: Planning and Conducting Usability Testing

## NEW QUESTION # 28

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

## NEW QUESTION # 29

What is good accessibility?

- A. Good usability of a software product on all devices (smart phone, computer, etc.)
- B. Good usability of a software product by people with limited knowledge of the software
- C. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility
- D. Good usability regardless of disturbances like bright sunlight, noise or wind

Answer: C

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

## NEW QUESTION # 30

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Interview users, iteratively develop prototypes, and evaluate the software
- B. Define requirements, develop the software, and perform acceptance test
- C. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- D. Interview users, develop the software, and perform acceptance test

**Answer: A**

### Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

## References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

www.usability.gov/Human-Centered Design Process

## NEW QUESTION # 31

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