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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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>• 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>

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## ISTQB Certified Tester Usability Tester Sample Questions (Q11-Q16):

### NEW QUESTION # 11

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team. What are you going to do differently this time?

- A. Include positive findings in the report, not only usability problems
- B. Make the report more detailed and longer
- C. Add the low-priority findings you didn't include in the first report
- D. Include contact details of the test participants so that the development team can contact them in case they have questions

**Answer: A**

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

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### NEW QUESTION # 12

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

- A. They also seek to address users with limitations
- B. They focus on agile development
- C. They focus on quantitative usability evaluations
- D. They use prototyping in their development process

**Answer: A**

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 # 13

What location is NOT suitable for conducting a usability test?

- A. A room where no action of the user can be seen or recorded by any means.
- B. A public place, such as a cafe.
- C. A room at the place where the test participant lives or works.
- D. Two office rooms that are connected by a video link.

**Answer: A**

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real-world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

#### NEW QUESTION # 14

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, ii & iii are true, iv & v are false
- C. ii & iv are true, i, iii & v are false
- D. i & iii are true, ii, iv & 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 # 15

What does the Equality Act address?

- A. It obligates organizations to make sites accessible at all costs
- B. It states that websites have to adhere to the WCAG conformity level AA
- C. It protects people from discrimination in the workplace and in wider society
- D. It states that websites have to adhere to the WCAG conformity level A

**Answer: C**

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

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