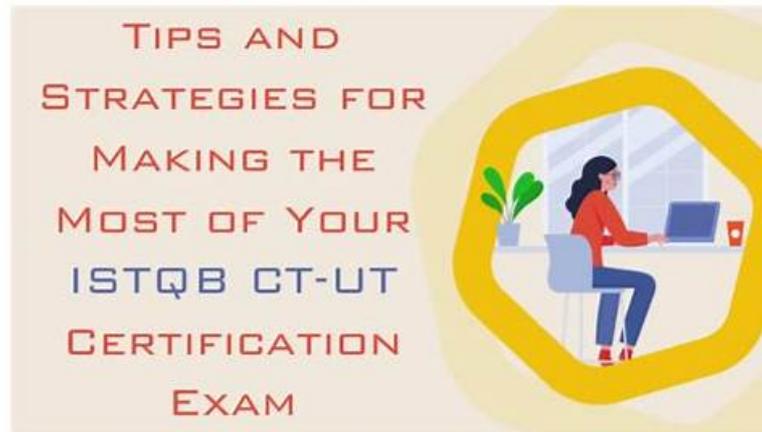


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## ISTQB Certified Tester Usability Tester Sample Questions (Q26-Q31):

### NEW QUESTION # 26

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Functional problem
- B. Good idea
- C. Usability problem
- D. Positive finding

**Answer: B**

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is

confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings  
Nielsen Norman Group: Reporting Usability Test Results  
ISO 25062:2006 - Usability Test Reports

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### NEW QUESTION # 27

Which of the following statements about usability test plans is true?

- A. It should be very elaborate and at least 10 pages
- **B. It contains a schedule**
- C. It contains the results of the test sessions
- D. It should contain the briefing instructions

**Answer: B**

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document. Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template  
Nielsen Norman Group, Usability Test Planning  
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

### NEW QUESTION # 28

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 that findings are communicated to the stakeholders
- **C. Check consumed resources regularly and compare with the estimates**
- D. Check that the usability test plan has been properly reviewed

**Answer: C**

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 # 29**

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 on the usability of a component or system**
- D. A requirement how to conduct a usability test

**Answer: C**

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 # 30**

What does the Equality Act address?

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

**Answer: A**

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

**NEW QUESTION # 31**

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