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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 2	• 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.
Topic 3	• Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.
Topic 4	• 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.

CT-UT Real Questions | Latest CT-UT Exam Objectives

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ISTQB Certified Tester Usability Tester Sample Questions (Q19-Q24):

NEW QUESTION # 19
What's the difference between an informal usability review and an expert usability review?

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

Answer: B

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 # 20
Which of the following is the best description for a usability test session?

- A. A document specifying a sequence of actions for the execution of a usability test.
- B. A black-box test technique in which test cases are designed to execute usability scenarios.
- C. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- D. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.

Answer: D

Explanation:
A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.
References:
ISO 25062:2006 - Common Industry Format (CIF)
Nielsen Norman Group: Usability Testing 101
Usability.gov: Usability Test Sessions

NEW QUESTION # 21
Which of the following statements about usability test plans is true?

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

Answer: D

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 # 22
Which of the following statements about usability testing is true?

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

Answer: A

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 # 23
You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.
You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.
Which of the following user questionnaires allow benchmarking against previous usability measurements?
i. SUS
ii. SUMI

iii. WAMMI

- A. i, ii and iii are true
- B. i is true, ii & iii are false
- C. i & ii are true, iii is false
- D. ii & iii are true, i is false

Answer: A

Explanation:
SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.
Therefore, all three-i, ii, and iii-are true, making D the correct answer.
References:
Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale
Kirakowski, J. (1994). SUMI Development
Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:
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NEW QUESTION # 24

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