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Start Your Preparation for ISTQB Usability Testing (CT-UT) Certification Exam

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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.

>> CT-UT Clearer Explanation <<

Seeing CT-UT Clearer Explanation - Say Goodbye to ISTQB Certified Tester Usability Tester

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ISTQB Certified Tester Usability Tester Sample Questions (Q29-Q34):

NEW QUESTION # 29
Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- B. Positive usability findings allow a better view of the usability of the product.
- C. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- D. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.

Answer: C

Explanation:
Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:
A: Build developer confidence and soften criticism when pointing out issues.
C: Provide a complete picture of usability strengths and weaknesses.
D: Inform developers what should remain unchanged during redesign.
However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.
References:
Nielsen Norman Group: Communicating Usability Findings
Usability.gov: Best Practices for Usability Reporting
ISO 25062 - Usability Test Report Content
##

NEW QUESTION # 30
Which of the following is the best description for a usability test session?

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

Answer: B

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 # 31
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. Usability risk
- B. There's no risk predictable
- C. Accessibility risk
- D. User experience risk

Answer: C

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
##

NEW QUESTION # 32
Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

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

Answer: D

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.
They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.
Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.
References:
WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
##

NEW QUESTION # 33
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. Make the report more detailed and longer
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- C. Add the low-priority findings you didn't include in the first report
- D. Include positive findings in the report, not only usability problems

Answer: D

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 # 34
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