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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is a globally recognized certification that validates the proficiency of an individual in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is offered by the International Software Testing Qualifications Board (ISTQB) and is considered a valuable asset for software testing professionals seeking to enhance their career prospects.

To be eligible for the ISQI CTFL-UT certification exam, candidates must have a basic understanding of software testing concepts and techniques. They should have experience in testing software applications and should be familiar with usability testing processes and techniques. Candidates will also need to have a good understanding of the principles of software quality and the importance of usability testing in ensuring software quality.

The CTFL-UT Certification Exam covers a wide variety of topics including usability testing, usability testing terminology, usability test design, usability test execution, reporting the test results, and analyzing the test results. CTFL-UT exam is designed for individuals at the entry-level who are seeking to develop their career in software testing. However, experienced professionals who

are looking to enhance their practical knowledge of usability testing can also benefit from the certification.

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### ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q30-Q35):

#### NEW QUESTION # 30

Which of the following is a principal task of the usability test moderator role?

- A. Define testing tasks
- B. Create a survey plan
- C. Write a usability test plan
- D. Log usability problems

**Answer: A**

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

#### NEW QUESTION # 31

What is good accessibility?

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

**Answer: B**

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

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### NEW QUESTION # 32

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

**Answer: B**

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 # 33

What is the System Usability Scale (SUS)?

- **A. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- B. A requirement on the usability of a component of system
- C. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- D. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.

**Answer: A**

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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### NEW QUESTION # 34

Which of the following are advantages of using a usability lab?

i. The context is natural

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

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