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Version Demo

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Topic Break Down

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QUESTION NO: 1

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Statutory Code of Practice
- B. Functional requirements
- C. Opinion of the management
- D. Usability standards

ANSWER: D

Explanation:

Usability standards are a reasonable criterion for a usability review because they provide defined, repeatable expectations against which an interface can be examined. A reviewer can inspect screens, interactions, terminology, navigation, feedback, and error handling for conformance with recognized usability principles, rather than relying solely on personal preference. This makes the review systematic and helps identify potential problems early, including issues that may impede users' effectiveness, efficiency, satisfaction, accessibility, or understanding.

Standards also give review findings a clear rationale that can be communicated to designers and stakeholders. For example, the ISO 9241-11 standard frames usability in terms of effectiveness, efficiency, and satisfaction in a specified context of use. Its overview is available from [ISO 9241-11:2018](#). For web content, accessibility-oriented criteria from the Web Content Accessibility Guidelines can be used as part of a review where applicable; the guidelines are maintained by the W3C at [WCAG 2.2](#). Using usability standards therefore establishes an objective and relevant basis for detecting likely usability defects before, alongside, or in preparation for testing with representative users.

QUESTION NO: 2

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

ANSWER: A

Explanation:

The correct selection is *ii, iv & v are true, i & iii are false*. Usability testing creates value only when the findings, particularly severe or critical findings that prevent users from completing important tasks, are assessed, prioritized, and used to drive improvements. Ignoring these results defeats the purpose of collecting evidence about users' actual interaction problems.

Scheduling usability testing too late is a common and costly problem because findings may emerge after key design and implementation decisions have become difficult to change. Testing should therefore be planned early enough that the team can iterate on the design and verify that the changes improve usability. Maintaining an incorrect focus is also a frequent

error: a test needs clear usability objectives, realistic user tasks, and attention to effectiveness, efficiency, and satisfaction rather than being diverted toward issues that do not answer the test objectives.

These practices align with the usability-testing emphasis in the ISTQB Usability Testing certification, which covers planning, conducting, and reporting usability tests, and with ISO's definition of usability in terms of effectiveness, efficiency, and satisfaction in a specified context of use. See [ISTQB Usability Testing certification](#) and [ISO 9241-11:2018](#).

QUESTION NO: 3

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

ANSWER: D

Explanation:

"i, ii and iii are true" is correct because SUS, SUMI, and WAMMI are standardized usability questionnaires that produce structured numerical results, making them suitable for comparison with earlier measurements. When the same questionnaire is administered consistently—using comparable participant groups, product scope, and test conditions—its resulting scores can be used to establish a baseline and track whether perceived usability changes across releases or iterations. SUS is a concise, technology-independent scale that yields an overall usability score and is widely used for comparative measurement. SUMI is a standardized instrument for assessing users' views of software quality in use, with established scoring and comparative interpretation. WAMMI applies the same standardized-measurement principle to websites and provides scores across defined dimensions of website user experience. These instruments can therefore support benchmarking over time and, where relevant normative or reference data are available, comparison with external datasets. The critical point is that standardization makes score collection and interpretation repeatable enough to support meaningful comparison rather than relying solely on unstructured comments or one-off questions. Further information is available from the [System Usability Scale overview](#) and the [WAMMI website](#).

QUESTION NO: 4

Which of the following is a principal task of the usability tester role?

- A. Perform pre-session briefing of participants
- B. Communicate with test participant
- C. Discuss findings from usability test
- D. Define testing tasks

ANSWER: B

Explanation:

“Communicate with test participant” is a principal task because usability testing depends on a direct, well-managed interaction between the person conducting the session and the participant. The usability tester establishes rapport, gives appropriate instructions, presents the agreed tasks, listens carefully to comments and questions, and uses neutral prompts where needed so that the participant can proceed without being coached toward a particular result. This communication also supports informed participation and participant comfort, both of which are important for obtaining behaviour and feedback that realistically reflect use of the product.

During a session, effective communication means explaining the process clearly, encouraging the participant to express thoughts and reactions, and maintaining a professional, non-leading manner. The tester must adapt to practical participant needs while preserving the consistency of the test procedure and the validity of the observations gathered. These interpersonal and facilitation activities are therefore central to executing a usability test, rather than merely administrative activities surrounding it. The ISTQB Usability Testing syllabus identifies the responsibilities involved in planning and conducting usability tests and the importance of interaction with test participants; see the [ISTQB Usability Testing certification page](#) and the [Certified Tester Usability Testing overview](#).

QUESTION NO: 5

During a moderated usability test, a participant says, “I cannot find how to change the delivery address.” The moderator knows where the function is located and wants to maintain the validity of the observation.

Which response is most appropriate?

- A. “Select Account settings and then choose Addresses.”
- B. “Please continue in the way you would normally expect to.”
- C. “The function is intended to be used only after checkout.”
- D. “Let us stop this task and move to the next one.”

ANSWER: B

Explanation:

“**Please continue in the way you would normally expect to.**” is correct because it is a neutral prompt that encourages the participant to continue without revealing the location or intended interaction. It allows the moderator to observe the participant’s understanding of the interface and the strategies used to find the function.

Telling the participant where to select would provide assistance and mask the usability problem. Explaining the design rationale or asking the participant to abandon the task would likewise prevent observation of how the interface supports independent task completion.

QUESTION NO: 6

Which of the following is a key activity in a usability test session?

- A. Test the set up and modify the test script if needed
- B. Moderate the usability test
- C. Extract usability findings and recommendations
- D. Talk to the participant during the completion of a task

ANSWER: B

Explanation:

Moderate the usability test is the key activity performed during a usability test session. The moderator is responsible for welcoming the participant, explaining the session and applicable consent arrangements, presenting tasks, observing behaviour, and ensuring that the session proceeds consistently with the test plan. Effective moderation requires a neutral

approach: the moderator encourages the participant to work through realistic tasks and may use non-leading prompts where needed, while avoiding help, explanations, or comments that could influence behaviour or invalidate observations. The moderator also monitors timing, participant comfort, and any issues that need to be recorded for later analysis. This role is central because a usability test session produces evidence through observation of representative users attempting defined tasks with the product. Findings and recommendations are subsequently derived from the session data during analysis and reporting, whereas setup checks and script refinement belong to test preparation or piloting. ISTQB describes usability testing as evaluating usability by observing users carry out representative tasks, making careful session facilitation essential. See the [ISTQB Usability Testing certification information](#) and the [Usability.gov overview of usability testing](#).