Sample Exam – Questions

Sample Exam set A
Version 2.0

ISTQB® Usability Testing Syllabus

Compatible with Syllabus version 2.0

International Software Testing Qualifications Board



Version 2.0

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The ISTQB® Examination Working Group is responsible for this document.

This document is maintained by a core team from ISTQB® consisting of the Syllabus Working Group and Exam Working Group.

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Table of Contents

Copyright Notice 2
Document Responsibility 2
Acknowledgements 2
Revision History 3
Table of Contents 4
Introduction 5
Purpose of this document 5
Instructions 5
Questions 6
QUESTION 1 (1 Point) 6
QUESTION 2 (1 Point) 6
QUESTION 3 (1 Point) 6
QUESTION 4 (1 Point) 7
QUESTION 5 (1 Point) 7
QUESTION 6 (1 Point) 7
QUESTION 7 (1 Point) 8
QUESTION 8 (2 Points) 8
QUESTION 9 (1 Point) 9
QUESTION 10 (1 Point) 9
QUESTION 11 (1 Point) 9
QUESTION 12 (1 Point) 10
QUESTION 13 (2 Points) 10
QUESTION 14 (1 Point) 10
QUESTION 15 (1 Point) 10
QUESTION 16 (1 Point) 11
QUESTION 17 (2 Points) 11
QUESTION 18 (1 Point) 12
QUESTION 19 (1 Point) 12
QUESTION 20 (1 Point) 12
QUESTION 21 (1 Point) 13
QUESTION 22 (1 Point) 13
QUESTION 23 (3 Points) 13
QUESTION 24 (1 Point) 14
QUESTION 25 (2 Points) 14
QUESTION 26 (1 Point) 15
QUESTION 27 (1 Point) 15
QUESTION 28 (1 Point) 15
QUESTION 29 (1 Point) 16
QUESTION 30 (2 Points) 16
QUESTION 31 (1 Point) 17
QUESTION 32 (1 Point) 17
QUESTION 33 (1 Point) 17
QUESTION 34 (1 Point) 18
QUESTION 35 (1 Point) 18
QUESTION 36 (1 Point) 18
QUESTION 37 (1 Point) 19
QUESTION 38 (1 Point) 19
QUESTION 39 (1 Point) 19
QUESTION 40 (1 Point) 20

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Introduction

Purpose of this document

The example questions and answers and associated justifications in this sample exam have been created by a team of subject matter experts and experienced question writers with the aim of:

- Assisting ISTQB® Member Boards and Exam Boards in their question writing activities
- Providing training providers and exam candidates with examples of exam questions

These questions cannot be used as-is in any official examination.

Note, that real exams may include a wide variety of questions, and this sample exam ***is not*** intended to include examples of all possible question types, styles or lengths, also this sample exam may both be more difficult or less difficult than any official exam.

Instructions

In this document you may find:

- Questions[1], including for each question:
  - Any scenario needed by the question stem
  - Point value
  - Response (answer) option set
- Additional questions, including for each question [does not apply to all sample exams]:
  - Any scenario needed by the question stem
  - Point value
  - Response (answer) option set

- *Answers, including justification, are contained in a separate document*

[1] In this sample exam the questions are sorted by the LO they target; this cannot be expected of a live exam.

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Questions

QUESTION 1 (1 Point)

Which statement best describes the relationship between usability and user experience?

a. User experience includes users' perceptions, while usability considers how effectively users achieve goals.

b. Usability and user experience both describe the user's satisfaction with a software product.

c. User experience concerns perceptions and responses to use, while usability concerns effectiveness, efficiency, and satisfaction.

d. User experience concerns the broader experience of use, while usability concerns the visual design of the interface.

Select ONE answer.

QUESTION 2 (1 Point)

A usability team wants to determine whether users can successfully complete important tasks quickly and with a positive impression of the system.

Which set of criteria is being evaluated?

a. Effectiveness, efficiency, and satisfaction

b. Effectiveness, learnability, and satisfaction

c. Efficiency, accessibility, and satisfaction

d. Effectiveness, efficiency, and accessibility

Select ONE answer.

QUESTION 3 (1 Point)

An evaluation considers:

- marketing materials before use
- interaction during use
- support services after use

What type of evaluation is being performed?

a. User survey

b. User experience evaluation

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c. Heuristic evaluation

d. Usability evaluation

Select ONE answer.

QUESTION 4 (1 Point)

Representative users are unavailable for a planned evaluation of a software product.

Which approach remains appropriate?

a. Usability review

b. Think aloud usability testing

c. User survey

d. Summative evaluation

Select ONE answer.

QUESTION 5 (1 Point)

A project plans usability testing for a new customer portal. The project has no qualified usability specialist, and the first usability evaluation is scheduled only a few days before release.

Which statement best describes these conditions?

a. They are usability product risks because they directly describe problems users will encounter in the interface.

b. They are user experience product risks because they concern users' perceptions before and after using the portal.

c. They are accessibility risks because they may prevent some users from completing important tasks.

d. They are project risks because they may prevent the project from achieving its usability objectives.

Select ONE answer.

QUESTION 6 (1 Point)

Which activity best reflects the Human-Centered Design approach?

a. Implementing software, executing system tests, and correcting defects.

b. Observing users, evaluating solutions, and iteratively refining designs.

c. Performing security testing, test automation, and release validation.

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d. Reviewing architecture documents and preparing user manuals.

Select ONE answer.

QUESTION 7 (1 Point)

A software product functions correctly, but customers frequently complain that support representatives respond slowly and provide unhelpful answers.

Which type of risk is most closely represented?

a. Usability risk

b. User experience risk

c. Organizational project risk

d. Accessibility risk

Select ONE answer.

QUESTION 8 (2 Points)

A team is preparing to release a new online banking application.

During risk assessment, the following risks are identified:

I. Customers may abandon money-transfer transactions because the process is difficult to understand.

II. Customer support staff have not yet completed training on the new application.

III. Users may make costly transaction errors because important account information is difficult to locate.

IV. There may be insufficient time to implement corrective changes before release.

Which combination contains the two risks that should receive the highest priority during usability testing?

a. I and II

b. II and IV

c. I and III

d. III and IV

Select ONE answer.

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QUESTION 9 (1 Point)

A usability specialist has been asked to review the dialogue design of a software application.

The review will focus on:

- suitability for learning
- controllability
- error tolerance
- conformity with user expectations

Which reference would be most appropriate?

a. ISO 9241-210 Human-Centered Design

b. ISO 25066 Common Industry Format for Usability Evaluation Reports

c. Organization-specific user interface guidelines

d. ISO 9241-110 Ergonomics of Human-System Interaction

Select ONE answer.

QUESTION 10 (1 Point)

A project team wants experienced reviewers to identify potential usability defects in a prototype before involving representative users.

Which evaluation technique best supports this objective?

a. User survey

b. Formative evaluation

c. Usability review

d. Think aloud usability testing

Select ONE answer.

QUESTION 11 (1 Point)

Why is consensus-building important during a usability review?

a. It helps that all usability defects are found.

b. It helps identify findings that multiple reviewers consider valid.

c. It helps reviewers modify the software before release.

d. It removes the need for a usability review report.

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Select ONE answer.

QUESTION 12 (1 Point)

What is the primary difference between an expert usability review and an informal usability review?

a. Expert reviews use reviewers recognized as experts; informal reviews do not require recognized experts.

b. Expert reviews require representative users; informal reviews do not.

c. Expert reviews always use heuristic evaluation; informal reviews never do.

d. Expert reviews require a usability test lab; informal reviews do not.

Select ONE answer.

QUESTION 13 (2 Points)

A user receives the following message after attempting an online purchase:

Transaction failed. Contact support.

The message provides no explanation and no suggestion for resolving the problem.

Which usability heuristic is most clearly violated?

a. Visibility of system status

b. Help and documentation

c. User control and freedom

d. Help users recognize, diagnose, and recover from errors

Select ONE answer.

QUESTION 14 (1 Point)

A moderator has completed the task portion of a usability test session. Which activity should occur before the test participant leaves?

a. Conduct the post-test session interview.

b. Write the usability test report.

c. Recruit the next set of test participants.

d. Define the remaining usability test tasks.

Select ONE answer.

QUESTION 15 (1 Point)

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A team is preparing documentation before recruiting test participants. Which information belongs in the usability test plan?

a. The moderator responsible for conducting the usability test

b. The usability findings identified during the test sessions

c. The corrective actions agreed after analysis of the findings

d. The usability defects expected to be reported after testing

Select ONE answer.

QUESTION 16 (1 Point)

A moderator needs a document to use consistently during each usability test session. Which information belongs in that usability test script?

a. Criteria for selecting representative test participants

b. Severity ratings assigned to usability findings

c. Questions for the post-test session interview

d. Quality-control findings from completed test sessions

Select ONE answer.

QUESTION 17 (2 Points)

A usability tester is creating test tasks for an online hotel reservation system.

Which task is most appropriate?

a. Explore the application and report anything unusual.

b. Reserve a hotel room for two nights in Chicago next month.

c. Identify all menu options on the home page.

d. Memorize the system version number.

Select ONE answer.

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QUESTION 18 (1 Point)

Why should observers be able to come and go freely from the observation area during a usability test session?

a. Modify the test tasks during test execution.

b. Help the moderator guide test participants.

c. Participate directly as test participants.

d. Collaborate without disrupting the test session.

Select ONE answer.

QUESTION 19 (1 Point)

A team is deciding whether to use a usability test lab. Which concern is a disadvantage of using the lab?

a. The test environment may not represent real-world use.

b. Test sessions are more difficult for observers to watch.

c. Recording participant behavior is more difficult to arrange.

d. Test conditions vary substantially between test participants.

Select ONE answer.

QUESTION 20 (1 Point)

A test participant becomes completely stuck while attempting a usability test task.

What should the moderator do?

a. Complete the test task for the test participant.

b. Guide the test participant to the next test task.

c. End the test session immediately.

d. Explain the correct procedure to the test participant.

Select ONE answer.

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QUESTION 21 (1 Point)

After all usability test sessions have been completed, what is the next important step in the analysis process?

a. The development team implements the agreed corrective actions.

b. Stakeholders prioritize all identified usability defects.

c. The moderator and scribe independently identify important findings.

d. The moderator publishes the final usability test report.

Select ONE answer.

QUESTION 22 (1 Point)

Which factor influences the severity rating of a usability defect?

a. Programming language used.

b. Number of developers assigned to the project.

c. Frequency of occurrence.

d. Project budget.

Select ONE answer.

QUESTION 23 (3 Points)

A usability test of an online banking application produced the following results:

- 8 of 10 test participants completed the account-transfer task.
- 5 test participants initially selected the wrong transfer type.
- 4 test participants needed moderator assistance to recover from that error.
- 7 test participants said the transfer screen was visually clear.

The usability test report contains 42 findings listed in the order observed

The report is 38 pages long, has no executive summary, and includes the names of individual test participants.

The product owner needs to decide which usability problems should be addressed before the next release.

Which change to the report would best support that decision while following good usability test reporting practices?

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a. Organize the findings by test task, retain all 42 findings, identify the test participants associated with each finding, and add screenshots of the transfer screen.

b. Add an executive summary, consolidate related findings, emphasize the transfer-selection and recovery problems using the observed evidence, and remove unnecessary test participant identification.

c. Report the 80% task-completion rate as the principal finding, move the remaining observations to an appendix, and retain participant names so developers can investigate individual behavior.

d. Emphasize the positive comments about visual clarity, report each moderator intervention separately, and allow the product owner to determine which findings represent usability problems.

Select ONE answer.

QUESTION 24 (1 Point)

Developers dismiss usability findings and argue that users simply need more training.

Which action is most likely to reduce resistance to the findings?

a. Present only the highest-severity findings to the development team.

b. Ask the test manager to communicate the findings after release.

c. Provide additional written detail for every usability finding.

d. Invite developers to observe representative usability test sessions.

Select ONE answer.

QUESTION 25 (2 Points)

A usability tester is preparing the usability test report for a new employee self-service application. The test identified:

- two high-severity usability findings affecting completion of a critical task,
- six lower-severity findings,
- several positive findings, and
- different information needs among developers, the product owner, and senior management.

Which reporting approach should the usability tester use?

a. Provide every stakeholder with the same detailed report containing all findings in test-session order so that no information is omitted.

b. Prepare a concise report that prioritizes the significant findings, includes relevant positive findings, and presents information at an appropriate level of detail for the intended stakeholders.

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c. Report only the two high-severity findings because lower-severity and positive findings are not relevant to release decisions.

d. Prepare the detailed technical findings for senior management and provide only the executive summary to developers and the product owner.

Select ONE answer.

QUESTION 26 (1 Point)

Why should quality control personnel observe the first usability test sessions?

a. Confirm that the usability requirements have been implemented.

b. Determine whether the moderator should be replaced.

c. Verify that test sessions follow the approved test script.

d. Review whether the planned test resources are sufficient.

Select ONE answer.

QUESTION 27 (1 Point)

Why is scheduling usability testing too late considered a serious mistake?

a. Test laboratories may become unavailable.

b. Moderators may not be able to conduct interviews.

c. Testing may become impossible.

d. Developers may no longer have time to implement corrective changes.

Select ONE answer.

QUESTION 28 (1 Point)

A company has released a new customer self-service portal.

Management wants information from a large number of users regarding:

- satisfaction
- overall impressions
- perceived usability

Which evaluation technique would be most appropriate?

a. Heuristic evaluation.

b. Think aloud usability testing.

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c. User survey.

d. Expert usability review.

Select ONE answer.

QUESTION 29 (1 Point)

A project team wants to benchmark perceived usability using a short, standardized questionnaire that can be completed quickly by participants.

Which questionnaire best meets this objective?

a. Website Analysis and Measurement Inventory (WAMMI)

b. Software Usability Measurement Inventory (SUMI)

c. RITE

d. System Usability Scale (SUS)

Select ONE answer.

QUESTION 30 (2 Points)

A project team is developing a new mobile application.

The following conditions apply:

- only a prototype is available
- representative users can be recruited, but doing so will be expensive
- the project requires rapid feedback within a few days
- management wants early identification of usability defects before implementation begins

Which evaluation technique is the most appropriate?

a. User survey

b. Quantitative usability testing

c. Summative evaluation

d. Usability review

Select ONE answer.

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QUESTION 31 (1 Point)

Which statement best reflects the role of usability evaluation in Agile software development?

a. Usability evaluation is integrated into planning, execution, and feedback throughout development.

b. Usability evaluation is primarily performed after implementation is complete.

c. Usability evaluation is primarily the responsibility of user experience specialists.

d. Usability evaluation should occur only when usability defects have been reported.

Select ONE answer.

QUESTION 32 (1 Point)

What is the primary responsibility of a usability tester in Agile software development?

a. Representing business priorities and user needs on behalf of stakeholders.

b. Evaluating usability throughout the software development lifecycle.

c. Creating interface designs and interaction models.

d. Managing sprint planning and release activities.

Select ONE answer.

QUESTION 33 (1 Point)

Which usability evaluation approach is particularly compatible with Agile software development because usability defects can be corrected immediately and confirmation tested?

a. Summative evaluation

b. User survey

c. RITE

d. Benchmark usability testing

Select ONE answer.

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QUESTION 34 (1 Point)

Why are personas integrated into user stories in Agile software development?

a. To reduce the need for representative users during testing.

b. To provide detailed technical requirements for developers.

c. To replace acceptance criteria during sprint planning.

d. To help keep user needs visible throughout development.

Select ONE answer.

QUESTION 35 (1 Point)

A usability team wants to evaluate navigation flow before any production code has been developed.

Which category of usability testing tool is most appropriate?

a. Observation and collaboration tools

b. Prototyping tools

c. Analysis and evaluation tools

d. Data capture tools

Select ONE answer.

QUESTION 36 (1 Point)

A project team needs guidance for three different purposes: evaluating interaction principles, organizing human-centered design activities, and preparing a usability evaluation report.

Which mapping of ISO standards to these purposes is correct?

a. ISO 9241-110 for interaction principles; ISO 9241-210 for human-centered design; ISO 25062 for usability evaluation reporting

b. ISO 9241-210 for interaction principles; ISO 25062 for human-centered design; ISO 9241-110 for usability evaluation reporting

c. ISO 25062 for interaction principles; ISO 9241-110 for human-centered design; ISO 9241-210 for usability evaluation reporting

d. ISO 9241-110 for interaction principles; ISO 25062 for human-centered design; ISO 9241-210 for usability evaluation reporting

Select ONE answer.

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QUESTION 37 (1 Point)

Stakeholders located in different offices want to observe usability sessions, discuss findings, and share notes while a usability test session is occurring.

Which category of usability testing tool would best support this objective?

a. Eye-tracking tools

b. Observation and collaboration tools

c. Prototyping tools

d. Analysis and evaluation tools

Select ONE answer.

QUESTION 38 (1 Point)

Which statement best describes a limitation of usability testing tools?

a. They can identify usability defects and determine their causes without human interpretation.

b. They can replace representative users when sufficient interaction data has been collected.

c. They can explain the reasons for user behavior whenever detailed recordings are available.

d. They can record user behavior, but human interpretation is still needed to understand underlying causes.

Select ONE answer.

QUESTION 39 (1 Point)

A usability team has accumulated hundreds of observations from usability reviews and usability test sessions.

Which AI-supported activity would be most useful?

a. Pattern recognition to identify clusters and trends in the findings.

b. Replacing representative users during usability testing.

c. Approving usability findings and corrective actions without human review.

d. Eliminating the need for usability evaluation.

Select ONE answer.

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QUESTION 40 (1 Point)

A team wants to use AI to support an early usability review of a prototype. Which use of AI is appropriate?

a. Replacing the moderator and test participants during usability test sessions.

b. Conducting a walkthrough from the perspective of a defined type of user.

c. Performing an emotional user experience assessment without human involvement.

d. Approving final usability findings and recommendations without reviewer input.

Select ONE answer.

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