

# ISTQB® Foundation Level, Usability Testing (CTFL-UT): Certification

## Preparing for and taking the certification exam

Hands-on course of 2 days - 14h

Ref.: ITW - Price 2024: CHF1 970 (excl. taxes)

### EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand the concepts of usability, "User eXperience", and accessibility

Master the notions of usability review, usability testing, and user evaluation questions

Understand the user-centered design process

Prepare a usability testing plan to evaluate usability

Prepare for and take the Specialist Foundation Usability Testing exam

### TEACHING METHODS

In accordance with the official syllabus, hands-on work is done during the course. A system for reviewing the exam as progress goes forward is put in place.

### CERTIFICATION

Official ISTQB Specialist Foundation Usability Testing exam, one hour on the third day, at the end of training.

## THE PROGRAMME

last updated: 06/2022

### 1) Fundamental principles

- Ease of use.
- User experience concepts.
- Accessibility.
- Evaluating usability, user experience and accessibility.
- Usability evaluation in human-centered design.

### 2) Usability and accessibility standards

- User interface guide for major manufacturers.
- ISO usability standards.
- Accessibility standards: ISO, WCAG, other regulations.
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- Practicing applying ISO accessibility standards and WCAG rules to different project types.

*Hands-on work* : Step-by-step approach to usability testing.

### 3) Preparing a usability test.

- Conducting usability tests.
- Communicating usability test reports.
- Quality control of a usability test.

*Analysis of findings.*

### 4) Hands-on work

- Creating a usability test for a given scenario. Analyzing a usability test report. Several examples of best practices for communicating about test results.
- Certification exam
- Conditions for taking the exam.
- Mock exam, corrections.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Questions and discussions.

*Hands-on work* : Taking the Usability Testing exam: One-hour multiple choice, 40 questions. 65% correct is required to pass.

### 5) Risks in usability, accessibility, and UX

- Introduction to risks.
- Usability-related risks.
- Types of risks related to user experience (UX).
- Risks associated with accessibility.
- Risks in the context of the project.
- Hands-on work
- Studying a project's background and identifying types of usability risks that could arise.

*Hands-on work* : Steps of the usability review.

### 6) Risks and opportunities.

- Informal review.
- Expert review.
- Heuristic evaluation.

*Exam* : Using the usability review checklist "Heuristic Evaluation" to analyze the usability aspects of an application.

## DATES

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REMOTE CLASS

2024 : 08 Jul, 21 Oct