

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

Preparing for and taking the certification exam

Practical course - 2d - 14h00 - Ref. ITW

Price : 2040 CHF E.T.



4,7 / 5

Teaching objectives

At the end of the training, the participant 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

Certification

The exam is taken in the form of a 40-question multiple-choice test lasting 90 minutes (available in English or French). A minimum score of 65% correct answers is required to pass. The exam is supervised by a GASQ examiner. The certification exam takes place at the end of the training session: for classroom-based sessions, it is taken on paper or on a digital tablet; for virtual classroom sessions, the exam is taken online.

Remote certifications

[See the certifier's official documentation](#) for the list of prerequisites for completing the online certification exam.

Practical details

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.

Course schedule

PARTICIPANTS

PREREQUISITES

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

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.
- 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.

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.
- 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.

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 to review your request and its feasibility.

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 and locations

REMOTE CLASS

2026 : 28 May, 28 May, 8 Oct., 8 Oct., 17 Dec.,
17 Dec.