ASTQB Certified Tester Soft Skills for Testers v1.0 Sample Exam Answers

American Software Testing Qualifications Board

40 questions | 45 points possible | 30 points needed to pass

1. (1 point) What is the goal of effective communication?

a. To get the message to the recipient as quickly as possible
b. To include all the details in the message so there are no questions
c. To ensure the recipient receives the message the sender intended
d. To create a record of the transmission of information

C is correct. This is the goal of effective communication. SS-1.1.a (K2) Summarize the characteristics of effective communication

2. (1 point) Why should a busy tester pause before sending an email containing a response to a developer's questions about a defect report?

a. Because the developer should do their own research and not rely on the busy tester
b. Because the busy tester might be answering the wrong questions
c. Because the developer should only interact with the tester via the defect tracking system
d. Because the busy tester might not have been as objective as they should be

D is correct. The biggest risk with a quick email is that it might contain something negative or subjective that might not be as objective or well researched as it should be. Pausing and checking will save later apologies and rework. SS-1.1.c (K2) Explain why it is important to pause before sending an email

3. (1 point) Whose viewpoint of a project is often characterized as "negative"?

a. Project Manager
b. Business Analyst
c. Developer
d. Tester

D is correct. The tester is usually the one who's viewpoint is classified as negative, even though it is probably just realistic and everyone else is being overly optimistic about quality and schedule. SS-1.2.a (K2) Explain how viewpoint affects the receipt of a message

4. (1 point) Which of the following is an effective use of a Business Analyst's time for reviewing test cases?

a. Provide the BA with all the test cases as they are developed to allow them the most time possible for review
b. Limit their review to only the output when the tests are executed
c. Have a review meeting with the BA where sets of test cases are walked through by the testers
d. Require the acceptance criteria to be defined by the BA prior to developing test cases so the test cases will not need a review

C is correct. By grouping test cases into related sets and walking through them in a meeting format, more test cases can be reviewed in a shorter time span, and questions can be answered right in the meeting, reducing the need for multiple emails later. SS-1.2.c (K2) Explain how a tester can facilitate Business Analyst review of test cases

5. (1 point) Which of the following is a good set of metrics to present to a project manager to support schedule slippage due to quality issues?

a. Hours worked per day and number of testers available
b. Testing hours and developer hours available per week
c. Root cause analysis and a list of which developers will address which root causes
d. Defect trends and regression rates over time

D is correct. This is the most effective set of metrics to explain quality issues to a PM. The others are interesting, but don't particularly highlight the quality issues being experienced. SS-1.2.d (K2) Give examples of how PM focus differs from testing

ASTQB

6. (1 point) What is the benefit of having clear service level agreements between the test and development teams?

a. It helps to set the priority of defects to be fixed
b. It ensures that all the necessary information is included in the defect report
c. It reduces frustration by setting expectations for response times from the developers and testers
d. It defines the backlog schedule and determines which items will be stored in the backlog

C is correct. Understanding the SLAs sets an expectation of how fast a developer will respond to a defect report and will provide a fix. SLAs should also define how quickly testers need to respond to developer questions. SS-1.2.f (K2) Summarize the considerations when working with developers on defect resolution

7. (1 point) Who is responsible to ensure a defect report is not a duplicate?

a. The developer who is fixing the defect
b. The tester who is writing the defect report
c. The project manager
d. The business analyst who is responsible for that area of the software

B is correct. Every tester is responsible to ensure that the defect report they are writing is not a duplicate of an existing report. SS-1.2.g (K2) Explain how testers can improve efficiency and teamwork with other testers

8. (1 point) What is a good rule to follow when presenting an issue to your manager?

a. Always be professional
b. Always be subjective
c. Always present your feelings about this issue
d. Always ensure your manager understands how much the issue bothers you

A is correct. You'll never go wrong by being professional and objective. SS-1.2.h (K2) Explain how problems should be presented to management

9. (1 point) Which of the following is a good use for a chat/video conferencing tool?

a. To demonstrate a defect to a developer who has questions about a defect report
b. To replace the formal defect report and save time for both the tester and developer
c. To air grievances about other team members in a confidential way
d. To provide a channel for executive management to see the technical discussions

A is correct. This is the best use of the tool. B is not correct because defects should still be logged in the defect management system. C is not correct because chats are easy to screen shot and send to other people. D is not correct because management should have their own higher-level channel, so they don't get bogged down in the technical discussions. SS-1.3.a (K2) Summarize potential issues with video conferencing

ASTQB

10. (1 point) Which of the following is a true statement regarding in-person communication between a tester and a developer?

a. It should only occur in the office environment
b. It should be recorded for future reference
c. There should always be three people involved, two to communicate and one to be a witness
d. It should occur in the most suitable environment, which could include a coffee shop

D is correct. The environment should be suited to the communication and doing this outside the office environment such as in a café or coffee shop is acceptable. SS-1.3.d (K2) Explain the benefits of face-to-face communication

11. (2 points) You have noticed that one of your co-workers seems unhappy with work and their career trajectory. You feel like they have great potential and just need some encouragement. How should you communicate with this person?

a. You should avoid any communication and send them to a professional
b. You should send them happy chat messages and funny videos
c. You should email them with self-help links
d. You should offer to have an in-person chat outside of the office environment

D is correct, assuming you have some type of relationship with this person. A is probably not the first thing to do – you should reach out personally first. B might help after you have chatted with them. C might be offensive. SS-1.3.e (K3) Select and use the best environment to convey a particular type of message

12. (1 point) Which of the following is a common cause of frustration for testers in a software project?

a. Frequent communication with the developers regarding quality issues
b. A complex system with multiple integrations
c. Code that is delivered via a DevOps pipeline
d. A schedule that is not realistic and does not allow enough time to test

D is correct. SS-1.4.a K2) Summarize causes of frustration in a work environment

13. (1 point) The test team has been given a schedule that is about half of what they have estimated. Which of the following is a good approach to increasing the fairness of the schedule?

a. Rework the schedule to ensure the test team has as much time as the development team
b. Discuss testing and risk mitigation with the whole team so they understand which risks can be covered in the allotted time and which risks will not be addressed
c. Move one-third of the developers into the testing team to slow down the development effort and help to build test automation that can be used for faster testing
d. Do not start testing until all the software is delivered to remove the need to perform regression testing

B is correct. By sharing the risk ownership, the entire team can understand what can and cannot be accomplished with the limited schedule. SS-1.4.c (K2) Explain how fairness can be established

14. (2 points) You just received the following message in a chat regarding meeting a colleague for lunch:

"Anywhere between here and the mall, might not get away with that amount of time out of wk!"

Which of the following would have been a more professional and informative message?

a. I can meet anywhere within two miles of the office. Must be back for a meeting at 2:00.
b. The mall is too far.
c. Lunch would be good. Mall is too far. Meeting at 2:00.
d. Pick a place and time and I'll let you know if I can make it.

A is correct. This provides clear parameters for where to meet and explains why there is a deadline. The others are missing information and will require more follow up. SS-2.1.a (K3) For a given passage of text, apply good business writing practices to find errors

15. (1 point) You have been noticing that you are not receiving defect fixes in a timely manner. You know you have had some high priority defects that should have been addressed by now. You look back at the defect reports and find that someone has lowered the priority, but you do not know who did it, or when. What should the defect management system be tracking to help you find out this information?

a. All users who have access to the change capabilities
b. All valid priorities in use
c. All versions of the defect reports so you can track the changes
d. All developers who have accessed any defect report over the last six months

C is correct. If the defect management system tracks versions, it will track any changes made, when they were made, and who made them. SS-2.1.b (K2) Explain how versioning can be important for test artifacts

16. (1 point) Which of the following documents describes in detail the testing approach for a particular project?

a. The test strategy
b. The test plan
c. The test policy
d. The test cases

B is correct. While D does have details on how to test a particular requirement, it does not cover the overall approach for a project. SS-2.1.d (K2) Explain the purpose of a test strategy and a test plan

17. (1 point) Should test management tool generated charts be included in test reports?

a. No
b. Yes, but only charts about defects reported and tests executed
c. Yes, but only trend charts should be included, particularly those for defect trends
d. Yes, but they must be information needed by the recipients and must include words explaining the information

D is correct. Just sticking in charts for the sake of charts doesn't accomplish anything. Charts need to convey information the readers need and must also be accompanied by words of explanation. SS-2.2.a (K2) Summarize the important characteristics of test reports

18. (1 point) When tracking risk mitigation during testing, what information is needed?

a. Defects reported, sorted by severity and priority
b. Test cases traced to risk items
c. Test execution information regarding tests passed, failed and blocked
d. Tester hours spent using the various test environments

B is correct. To track risk mitigation, test case execution of tests traced to risk items is needed to see which risk items have been addressed by testing. SS-2.2.b (K2) Give examples of how traceability is important in test cases

19. (1 point) You have just recorded a defect that occurs only when you enter more than 500 characters in the username of the login for a mobile application. The summary line is: "System crashes when username is entered". You have given this defect a severity of 1 (highest) and a priority of 4 (lowest). You have included the steps to reproduce the issue and screenshots.

What have you done wrong?

a. This should have been a low severity because the impact to the system does not matter because the scenario probably will not happen in production
b. This should have been a higher priority because it is causing a system crash
c. The summary line indicates a catastrophic problem, which is not accurate as this is an edge case
d. The developer will not need the steps to reproduce so those should not have been included

C is correct. The summary line sounds like a huge problem, but in truth it is unlikely to happen. A and B are not correct. The severity is right because it is causing a crash, and the priority is also correct because it is not likely to happen. D is not correct because the steps to reproduce should always be included. SS-2.2.d (K2) Summarize the important characteristics of defect reports

20. (1 point) Your project's defect triage meetings focus only on the priority 1 (highest priority) issues. As a result, the backlog of priority 2 and 3 defects is growing fast and you do not think there will be time to address the backlog. What should you do?

a. Re-prioritize the 2's and 3's to 1's so they get on the agenda
b. Work with the meeting lead to update the agenda to include the lower priority defects as well as the priority 1 defects
c. Use your allocated time in the meeting to review as many 2's and 3's as possible
d. Complain to your manager that your defects are being ignored by the developers, and you must see that those defects are addressed in the next week

B is correct. The meeting agenda needs to be expanded to include the lower priority defects, or the backlog will become impossible. A is not correct as this will just dilute the value of P1. C is not correct because you won't be able to get through them, and the rest of the meeting will be confused with what you are doing. D is not correct because making demands of your manager is rarely the right approach. SS-2.3.a (K2) Summarize ways to make defect triage meetings effective

21. (1 point) How can team standup meetings help to increase the perceived value of the testing team?

a. By providing an opportunity to review all outstanding defects
b. By highlighting what each team member has done and is planning to do on a daily basis
c. By providing a forum for the latest test results to be reviewed by the team
d. By highlighting the cumulative accomplishments of the testing team to the rest of the team

B is correct. The purpose of the standup is for each team member to provide what they did yesterday and what they plan to do today. By the test team members presenting this information it makes them more a part of the team. SS-2.3.b (K2) Explain how daily standups can help improve the perceived value of the testing team

22. (1 point) There is a building backlog of defects that are not being fixed. What is the best way to present this problem to the larger team in the weekly project status meeting?

a. Show a summary of the defect count, sorted by severity
b. Show a summary of the defect count, sorted by priority
c. Show a trend chart showing how the backlog has grown
d. Show a trend chart showing test case execution actual vs planned

C is correct. This is the best way to show how the backlog has grown. It might also be useful to show this trend by priority to show how the backlog is balanced. SS-2.3.c (K2) Explain how the test team should present status in project status meetings

23. (1 point) When presenting an issue at a retrospective, what else should you present?

a. A chart supporting your issue
b. An up-to-date trend diagram
c. A possible solution to the problem
d. An ultimatum

C is correct. When presenting a problem in a retrospective, you should always try to present a possible solution as well. SS-2.3.d (K2) Summarize the opportunities for testers to communicate in retrospectives

24. (1 point) What is the purpose of assessing a risk as part of risk management?

a. To ensure the risk has been properly mitigated
b. To assign the likelihood and impact
c. To prevent the risk so it cannot happen
d. To identify the cause of the risk

B is correct. SS-3.1.a (K2) Explain the three steps of risk management

25. (1 point) Currently your test cases are mapped to steps in the business process. When a test is completed, the associated business process is checked off a list, showing which processes have been approved for release. What is missing with this approach?

a. The business processes should be assigned risk so that testing can proceed in an order that will help mitigate the highest risk processes first
b. The business processes should be tested from the bottom up, ensuring all the steps are working before the overall process is tested
c. This type of testing should be conducted by the business users rather than by testers as only they know how it should work
d. Business processes should never be fully checked off because there will be many data variables that will not be tested

A is correct. Risk should be assigned to the business processes so that testing can proceed in risk order. This will ensure that the riskiest areas are addressed first. SS-3.1.b (K2) Explain how aligning testing with risk promotes the value of testing

26. (1 point) Which of the following is one of the ISO 25010 quality characteristics?

a. Explainability
b. Precision
c. Transparency
d. Functional suitability

D is correct. A is not correct because Explainability is a quality characteristic in AI, not one defined in ISO 25010. SS-3.1.c (K2) Summarize the ISO 25010 quality characteristics

27. (2 points) Your organization has developed the following table for Cost of Quality. They are only interested in the cost of defects.

Phase Found	Cost Assigned per Defect
Requirements	$1
Unit Testing	$10
Integration Testing	$50
System Testing	$100
User Acceptance Testing	$500
Production	$1000

If you have a defect that was introduced during coding and should have been caught in unit testing, but was not found until production, how much more did the defect cost the organization than it should have cost?

a. $10
b. $990
c. $1000
d. $1010

B is correct. The defect should have cost $10, but instead it cost $1000 which is $990 more than it should have cost. SS-3.1.d (K3) Apply the Cost of Quality formula to a set of defects

28. (1 point) You have been assigned to a project that has a very tight schedule. The developers are running behind schedule. According to the test team's estimates, only about half of the planned testing can be accomplished. There is a good risk matrix, and the test cases have been traced to the risks. The schedule will not change, and additional people cannot be added due to budget restrictions.

What should you do as a lead tester?

a. Refuse to test because the project will be a failure and testing should not be associated with it
b. Borrow developers to do half of the testing and put the test team to work building test automation
c. Execute the test cases in risk priority order and track residual risks and unresolved defects to highlight quality risks
d. Delete half the test cases so the team can reach 100% execution by the end of the project

C is correct. Executing the tests in risk order will help mitigate the biggest risks first. Accurate reporting of the unmitigated risks and unresolved defects will help the team understand the quality issues with the release. A is not correct because this will not help the team and will get the testers branded as uncooperative. B is not correct because borrowing the developers will just slow down the already delayed development work, plus they may not be good testers. Putting the testers on automation will not speed up the testing effort and will likely slow it down. D is not correct because that will leave an unknown amount of testing not done. SS-3.1.e (K2) Explain how schedule-driven projects can impact the test effort

29. (1 point) Your project has a good set of requirements, no risk analysis, and no prioritization of test cases. Which of the following would be useful to help guide the testing and close gaps?

a. A security review of the system
b. A detailed review of the test environments and test data
c. A full review of the regression test suite
d. A review of the required quality characteristics

D is correct. Using the quality characteristics such as those specified in ISO 25010 can help ensure better coverage and reduce gaps. SS-3.2.a (K2) Summarize ways in which testers can close testing gaps

30. (1 point) Which of the following is the best use of a SME's time?

a. Writing and executing test cases
b. Participating in code reviews
c. Configuring test environments
d. Prioritizing defect reports

D is correct. This is the best use of their time and only they fully know the business impact of a defect so their input on the priority is very helpful. SS-3.2.c (K2) Explain how SMEs can contribute to a testing effort

31. (1 point) How do production defects help to promote testing?

a. They can highlight that testing was not sufficient
b. They can prove that more resources would have eliminated any production issues
c. They can show that the project manager was wrong about the go-live decision
d. They can prove that time spent on unit testing was wasted

A is correct. Production defects can be used to show that testing was not sufficient, either due to time or resource constraints. B is not correct because you can't eliminate all production issues. C is not correct because while the PM might have been wrong, that doesn't promote testing. D is not correct because it won't prove that unit testing was wasted time. SS-3.2.d (K2) Give examples of how production escapes can highlight the value of testing

32. (1 point) How does an Agile lifecycle affect quality ownership?

a. The developers own it
b. The testers own it
c. The whole team owns it
d. The project manager owns it

C is correct. In Agile, the entire team is responsible for quality. SS-3.2.e (K2) Explain how lifecycles can impact testing

33. (1 point) Why do PMs need to be involved in test automation decisions?

a. To get buy in from the development management
b. To supervise the automation development effort
c. To determine the best tools to use
d. To allocate the cost of the effort

D is correct. The PM is responsible to allocate the cost of the test automation development effort. This may go to the existing development team or to the maintenance team if there is one. A is not correct because this is usually handled with a discussion between the test manager and development manager. B is not correct because this is the responsibility of the test manager. C is not correct because this is a technical decision to be made by the technical teams. SS-3.2.f (K2) Summarize the list of people who will need to be involved in an automation solution

34. (2 points) You have been testing a mobile application and have determined that it meets the requirements for ease of use, user directions, efficient workflow, and helpful UI. Despite all of this, it failed UAT due to missing critical reports. What usability question should have been asked to find the issue?

a. Are the colors/layouts/workflow as expected by the user?
b. Is there help text or some other assistance for the user?
c. Does the software do what the user needs it to do?
d. Are there extra steps that are not needed or are not logical?

C is correct. Critical functionality is missing so the software does not do what the user needs it to do. SS-3.3.a (K3) Using the questions in the syllabus, determine the informal usability requirements for a project

35. (1 point) You are testing web software that will be used internationally. What is the best standard to use to guide your accessibility testing?

a. ISO 25010
b. IEEE 9003-2021
c. GDPR
d. WCAG

D is correct. WCAG is the most widely accepted standard for accessibility. SS-3.3.b (K2) Explain why accessibility is an important requirement

36. (1 point) When you approach your manager for a promotion, what should you present?

a. Your updated resume and job ads that match your skills
b. Your skills matrix showing your level of expertise in all assessed areas
c. Your understanding of the requirements for the new role compared to your skills and goals
d. Your training plan for the next two years to show your commitment to learning

C is correct. You need to show that you understand the new role and that you have assessed your fit for it. This will show you are serious about the role and able to assess your current skills to identify any gaps. It's also a good idea to have a plan for how you will address any gaps. SS-4.1.a (K2) Summarize how to prepare for a promotion

37. (1 point) You are interviewing for a new job. How can you help the hiring manager picture you in the new position?

a. Walk through the training you have taken to prove you are a continuous learner
b. Talk about your experience and how that experience can help you succeed in the new job
c. Ask the interviewer personal questions about their family
d. Walk through samples of your work to show your ability as a tester

B is correct. Aligning your experience with the requirements of the new job will help the manager see how you could fit in. A is something you should bring up during the interview, but it doesn't help with the manager seeing the fit. C can be good as long as there is time for questions but doesn't help with the fit. D should only be done if requested because anyone can bring in a document and claim they wrote it. SS-4.2.b (K2) Summarize ways a tester can align with a potential job

38. (2 points) You are going to interview for a new role that will challenge your current skills. How can you help the interviewer determine you are a good fit?

a. Show interest, enthusiasm, flexibility, and a willingness to learn
b. Explain ways the interviewer could improve their performance
c. Lead the conversation and explain all your accomplishments
d. Wear a suit to prove you deserve a senior position

A is correct. This is the best way to position yourself for a job that will be challenging. SS-4.2.c (K3) Prepare for an interview for a job that will stretch current capabilities

39. (1 point) You are interviewing for a new job. The description of the job sounds like testers are expected to fill many roles on the team with a wide range of responsibilities. You are concerned this is unrealistic. You have also heard that there are expectations for testers to work long hours. Which of the following questions should help explore the expectations?

a. What is the reporting structure of the test team?
b. Which skills are particularly valued by the team?
c. What should a tester expect to do in a "normal" day?
d. What are the usual tradeoffs between features, schedule, and quality?

C is correct. You should investigate what is expected in a "normal" day. You might also want to ask about the abnormal days! SS-4.2.e (K2) Explain areas to be explored to ensure a good fit

40. (1 point) Why are software testing careers interesting?

a. There is always a need to learn and grow as technology changes
b. Regression testing always finds new and interesting defects
c. Once tools are mastered, a tester is considered to be an expert and can speak at conferences
d. Most testers move on to roles in other areas such as development, project management, or business analysis so they do not get bored

A is correct. Technology, along with tools, are always changing and there is always something new to learn. B should not be true. Regression testing should not be continually finding new defects. C and D are not common, although they do occur now and then. SS-4.2.f (K2) Explain how the testing industry continues to offer opportunities