

# Practical Usability Testing

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## Course Description

Usability testing assesses whether systems are **easy to learn and use**. The Practical Usability Testing course provides clarity on how to build exceptional usability into software, and how to test its maturity.

The course covers the fundamentals required to incorporate usability testing into the software development life cycle. This includes user interface design as well as testing the system with and without end users. The course presents real-world examples so that candidates can perceive how the principles and techniques should be applied.

## Intended Audience

This course is appropriate for all individuals who are involved in the management, requirements specification, design, development, and testing of user interfaces. It is also relevant to those involved in user support.

## Course Content

The course covers the following areas:

- **Introduction to Software Usability**  
This module introduces the concepts behind usability and user-centred design. It elaborates on the organisational benefits of a usability focus, and looks at some common misconceptions regarding usability.
- **The User-Centred Design Life Cycle**  
Candidates learn how usability can complement other activities in the software development life cycle. Candidates are presented with international usability standards and are taught how to apply them.
- **Usability Testing with Testers**  
This module explains how to test systems for usability *without* the direct involvement of end users. It also shows how to design usability into user interfaces.
- **Usability Testing with Users**  
This module explains how to test systems for usability *with* the direct involvement of end users. It looks at the benefits of this method of usability testing.
- **Usability Wrap-Up**  
This module revises the most important usability techniques covered during the course. Candidates are given the opportunity to get practical experience in usability design and testing by applying the material covered. They are also supplied with the names of key usability books and websites for future reference.

The course content is constantly updated to ensure that it remains relevant and progressive.

## Course details

- Prerequisites**  
 Previous experience in usability is not necessary. Beginners will learn the basics of usability and experts can benefit by keeping up-to-date with the latest advances in user-centred design.
- Course Presentation and Duration**  
 The course is presented by an experienced usability testing practitioner. The course duration is two days. It runs from 8:00 to 16:30. This includes a lunch break and two tea breaks daily. An abbreviated version of the course can take place over a single day on special request.
- Training Style**  
 The course is conducted in a classroom style. Candidates use practical tasks to consolidate theoretical concepts. Any usability-related problems encountered in the workplace can be discussed in the course.
- Course materials, certification and assessment**  
 Comprehensive course notes are provided. Practical exercises, which are completed during the course, are handed in for evaluation. On successful completion of this course, the Test and Data Services' *Certificate in Practical Usability Testing* is awarded. The candidate's result will be displayed on their certificate.
- Training Venues**  
 Test and Data Services presents courses at several well-established training facilities in Midrand (near Johannesburg and Pretoria), Cape Town and Durban. Training can be arranged at the client's premises depending on adequate facilities and candidate numbers.

## Contact

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