



ISTQB® Certified Tester – Foundation Level – Acceptance Testing

TRAINING COURSE INFORMATION

Contents

Welcome to Tesena’s training.....	1
Materials provided.....	1
Face-to-face training only	1
How should I prepare?.....	2
For online training	2
During the training sessions	2
Detailed contents of the materials sent.....	2
Essential materials that we don’t provide.....	4
Course outline	4
Frequently Asked Questions	5
What if I can’t extract the zipped archive?	5
What if my link to an online session doesn’t work?	5
What if audio or video quality is bad?	5

Welcome to Tesena's training

We are pleased to welcome you to our ISTQB® Foundation Level Acceptance Testing course, and offer you the chance of subsequent certification to demonstrate your knowledge of acceptance testing. This 2-day course takes software testing out of its silo into an area where collaboration with other team members can multiply a tester's contribution to a project and extend his/her skills. In this case, the subject is acceptance testing from the business perspective and the emphasis is on collaboration with business analysts, in both Agile and traditional projects.

The course is accredited by the ISTQB, addresses its Foundation Level Specialist Syllabus Acceptance Testing Version 2019, and equips the participant to obtain ISTQB professional certification by taking the associated examination.

Tesena's training is available as public courses in our training centres, as inhouse courses at a client's premises, or online. This document is your guide to getting the best out of the course that you will be attending.

We respectfully remind you that all materials provided by Tesena to support this course, whether in digital form or hard copy, are protected by copyright. They are provided solely for the purpose of supporting your personal attendance at our training sessions. Any other use, and in particular any unauthorised copying or distribution of them, would be a breach of and therefore punishable under copyright law; this includes the making of temporary or permanent, direct or indirect copies of materials or parts thereof, by any means, in particular in the form of a print, photographic, audio, visual or audio-visual reproduction, or in electronic form whether analogue or digital.

Materials provided

This document, and another that gives more general information and advice about participating in online training sessions, will normally have arrived as attachments to a MS Outlook™ email or invitation. The other materials that you will need to support the training may have been provided in file attached to the same email or, more likely, as a file that can be downloaded via a link in that invitation. Either way, it will be a zipped archive file that is protected by the password 'smartlearning'.

A detailed list of their contents can be found below at 'Detailed contents of the materials sent'.

Face-to-face training only

For face-to-face training courses, delegates will be provided with a binder that contains printed hard copy of some of the materials, in addition to the digital versions. These are:

- Colour copies of the main presentation slides, usually in 3-per-page format with space for notes to the right of each slide image.
- Exercises and their Solutions.
- Answer sheets for Grove's Practice Exams
 - but not the questions and solutions for these practice exams, which will be provided only digitally.

For most of the time it will, therefore, not be necessary for you to have your devices and this will spare you from the distractions of emails and messages 😊.

How should I prepare?

We recommend that you read the main chapters of the syllabus before the first training session – at least by skim-reading to get a high-level picture, but preferably in detail.

For online training

General guidance about preparing for an online event is given in a document called Tesena Online Event Joiner ReadMe, which you should have received separately (if not then please contact us for a copy).

Before the course begins you might like to print any materials that you would like to have in hard copy and to provide yourself with writing materials if you expect to need them. What to print? As much or as little as you like. In theory, there's no need to print anything. Even the exercises and exams can be read on your device, and you could write your answers on any piece of paper, or even add them to the exercise .pdf using the Comment facility of the Adobe Acrobat reader. So, it's up to you.

During the training sessions

- The course is intensive, with a lot of material to be dealt with. We'll have to start on time and ask all participants to stay in each session until a general break is called.
- There will be a ten-minute break at least every 90 minutes. On days with more than 4 hours' training there will be lunch break of at least 45 minutes.
- If you know that you will have to start late, leave early or even miss a session completely then tell the trainer in advance so that s/he can tell you what you will miss, whether that involves any exercises and whether there is any work to be done before the next session.
- For online training we advise you to set yourself up in a place that won't have any distractions and turn off any notifications from other apps on your device and your mobile phone(s). We also recommend that you be as refreshed as possible at the beginning of each session.

Detailed contents of the materials sent

The folders in the zipped archive and their contents are listed below. They are protected by the password '**smartlearning**' which will be requested after you have double-clicked on any individual file within the archive to open it. It should be possible to extract it with the standard Windows 'Winzip' tool (in case of any problem with this, see Frequently Asked Questions below)

A note about abbreviations in file names: Tesena may use either the official ISTQB designation 'ACT', or Grove's designation 'ACT', or our extended designation 'FL-AcCT' to identify materials related to this syllabus. Grove use 'ACT' for syllabus materials, and use 'GST' to stand for Grove Software Testing.

The archive will have several folders containing .pdf files, as follows.

- Exercise Questions
 - Several files named like 'ACT n_n ... Exercise', one for each of the exercises that will be done at intervals during the training days, containing the questions for that exercise. Each exercise will come at the end of a topic, so as to reinforce the learning and provide some practice in using it.

- If you view them sorted by Name descending, they will be in the correct sequence.
- These exercises are not like the questions that you will get in the certification exam.
- Exercise Solutions
 - Several files named like 'ACT n_n ... Solution', one for each of the exercises referred to above.
 - If the exercise is about a technique that has a fixed set of rules then the solution contains the correct answer(s), in so far as it will obey the rules of the technique. If the exercise is one that requires judgement then the solution is correct in the sense that it contains an appropriate set of answers, but it will not be the only 'correct' answer and your different one may be as good or even better 😊.
- Practice Exams
 - Two files, each of which contains the questions for one of the Grove practice exams, called (e.g.) ACT Exam 2 Questions.
 - A file for each Grove practice exam that contains the solution for it, called (e.g.) CTFL 2018 - Answer Sheet EN ex2.
 - The questions in these practice exams are similar in style to those that can be expected in the real exam. For these, there is only one 'correct' answer, and that's the one which best matches what the syllabus says 😊.
 - A file containing the official ISTQB practice exam and another that contains the solution for it.
 - It's no use to search the web for any other practice exams – if unofficial ones exist they are often so badly written that they'll do more harm than good.
 - Three Answer Grids, one for each practice exam (it doesn't matter which grid you use for which exam).
 - A document containing general advice about preparation for an ISTQB exams (another document that is specially about the Acceptance Testing Exam can be found as Annex B of the Study Notes).
- Presentation Slides
 - The introductory presentation, which is not part of the syllabus material and will usually be in 6-per-page format.
 - Two files for each of the individual presentation slide decks that correspond to the chapters in the syllabus, of which:
 - one file contains the images of that slide deck in 3-per-page + notes format.
 - the other contains an alternative 2-per-page view of the same slides, with larger images but no room for notes.
- Student Notes
 - Several files which, between them, contain the study notes. One contains an overall table of contents; another, called Annexes, contains supplementary information. Then, there is one file for each of the chapters in the syllabus.
 - These notes are your most important resource when preparing for the exam. They expand on the syllabus by providing explanations and examples of what the ISTQB want you to know, as well as practical extras that will help you to use this knowledge in real life.

- Xtras
 - Anything else that we think might be useful – take a look 😊.

Essential materials that we don't provide

We have not included the ISTQB syllabus nor the Glossary because you can download it directly from the ISTQB web site, where it is also available online.

Course outline

Both days will start at 09:00; the first will finish at 18:00 and the second at approximately 16:00. There will be a 1-hour lunch break, and short breaks for refreshment at regular intervals. The following schedule is for approximate guidance only, as the actual length of each session can vary according to the amount of input from participants – which, of course, will be welcomed.

1st day (09:00 – 18:00)

Session 1: Introduction and Foundations

- fundamental roles of and relationships between testers and BAs
- basic processes of business analysis and testing, and their touch points.

Session 2: Acceptance Criteria, Acceptance Test Cases and Experience-Based Practices

- writing acceptance criteria
- designing acceptance tests
- experience-based approaches for acceptance testing.

Session 3: Business Process and Business Rules Modeling

- modelling business processes and rules with BPMN and DMN
- deriving acceptance tests from business process / business rule models
- business process modelling for acceptance testing.

2nd day (09:00 – 16:00)

Session 4: Acceptance Testing for Non-Functional Requirements

- introduction to non-functional characteristics and quality in use
- testing for usability and user experience
- testing for performance efficiency
- testing for security.

Session 5: Collaborative Acceptance Testing

- the need for collaboration
- activities of acceptance testing, including defect analysis, reporting and quality assurance
- tool support for acceptance testing.

Frequently Asked Questions

What if I can't extract the zipped archive?

The password for the zip file is given above. If that wasn't the problem then you might need to install a tool that will make the extract. Windows contains WinZip, so it shouldn't be necessary to get another tool, but if there is a problem with this then 7-Zip is often recommended as the best free alternative to the ones you have to pay for; it's free, open source and supports a wide range of formats. If necessary, 7-Zip can be downloaded from <https://www.7-zip.org/>.

What if my link to an online session doesn't work?

See FAQ's in the separate document called Tesena Online Event Joining Guidance.

What if audio or video quality is bad?

See FAQ's in the separate document called Tesena Online Event Joining Guidance.

With best wishes for your professional success, the Training and Events team at Tesena.