

AU™ Certified Soft-skilled Test Consultant (CSTC)

Sample Exam – 10 Questions with Answers and Explanations

Syllabus V.1.0

Agile United



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Purpose of this document

This document contains 10 sample exam questions for AU Certified Soft-skilled Test Consultant (CSTC) in the English language.

The sample questions, answer sets, and associated justifications in this document have been created by a team of subject matter experts and experienced question writers to assist people who are planning to take the AU Certified Soft-skilled Test Consultant (CSTC) examination.

None of these questions are used in the official AU Certified Soft-skilled Test Consultant (CSTC) examination, but they are written to the same level of difficulty as the official certification exam; however, these questions also refer to the syllabus to support learning and preparation.

Instructions

The question-and-answer sets are organized in the following way:

- Chapters
- Question
- Answer Set

General Information on the sample exam paper:

- Number of Questions: 10
- Number of points: 1 per question
- Please only choose one answer per question

List of Chapters

- Chapter 1 – Self-awareness and team dynamics
- Chapter 2 – Building excellent teams
- Chapter 3 – Visualization techniques
- Chapter 4 – Implementation of models
- Chapter 5 – The Agile Test Model (ATM)
- Chapter 6 – Storytelling
- Chapter 7 – Critical thinking
- Chapter 8 – Recognizing and mitigating biases
- Chapter 9 – Giving and receiving feedback
- Chapter 10 – Negotiation techniques

Question 1*(Correct answer is worth 1 point)*

A team successfully completes a Gameception quest. However, during the discussion afterwards, several members say that they were unsure whether their ideas had been heard.

Which **ONE** of the following options **BEST** describes the value of the Gameception game in this situation?

- ☐ (a) It helps the team understand how members interact, whether everyone can contribute, and where collaboration could improve.
- ☐ (b) It helps the facilitator identify which members should lead the team during future development activities.
- ☐ (c) It gives the team a basis for setting individual performance targets based on each member's contribution to the quest.
- ☐ (d) It helps the facilitator choose a fixed decision-making process for the team's future activities.

Question 2*(Correct answer is worth 1 point)*

Which **ONE** of the following correctly matches an **HRO** strategy from BARE with its meaning?

- ☐ (a) Big picture: ensure that people understand how their work contributes to the organization's overall purpose.
- ☐ (b) Accountability and psychological safety: remove individual responsibility so that failures are owned only by the team
- ☐ (c) Redundancy: eliminate overlapping capabilities to prevent confusion and improve efficiency
- ☐ (d) Evolve aggressively: preserve successful working methods and avoid changes that could introduce uncertainty

Question 3*(Correct answer is worth 1 point)*

An agile team, The Iterators, are discussing why customers abandon an online registration process. Each team member describes a different possible cause, and the discussion becomes difficult to follow.

Which **ONE** of the following options **BEST** demonstrates the value of visualization in this situation?

- ☐ (a) Mapping the registration process and adding the suspected causes so the team can compare ideas and identify relationships
- ☐ (b) Asking the most experienced team member to select the most likely cause before the discussion continues
- ☐ (c) Recording every suggestion in a written report so that the team does not need to discuss them together
- ☐ (d) Counting how many team members support each cause and investigating the most popular explanation first

Question 4*(Correct answer is worth 1 point)*

The Quality Questers, a cross-functional Agile team, are developing an online booking application. They perform the following activities:

1. Review the client's needs to identify ambiguities and missing information.
2. Execute tests to determine whether the application meets the agreed requirements.
3. Use exploratory testing to discover problems that were not anticipated during the analysis.

Which **ONE** of the following options **CORRECTLY** places these activities on the three bridges of the Agile Test Model?

- ☐ (a) 1: Exploring & Validating; 2: Checking & Verifying; 3: Analyzing & Capturing.
- ☐ (b) 1: Analyzing & Capturing; 2: Exploring & Validating; 3: Checking & Verifying.
- ☐ (c) 1: Analyzing & Capturing; 2: Checking & Verifying; 3: Exploring & Validating.
- ☐ (d) 1: Checking & Verifying; 2: Analyzing & Capturing; 3: Exploring & Validating.

Question 5*(Correct answer is worth 1 point)*

The Quality Questers, a cross-functional Agile team, have tested a new payment feature in an online booking application. A tester reports: 'We ran 40 tests. Three failed.'

The product owner asks for more information to understand what these results mean for the release.

Which **ONE** of the following options **BEST** explains how storytelling could improve the tester's report?

- ☐ (a) Describe the tests in the order they were run, including their expected and actual results, so the product owner can follow each testing step.
- ☐ (b) Explain what was tested and why, describe the actions and challenges, and present the findings and what they mean for the release.
- ☐ (c) Describe the most serious defect and its possible effect on customers, using this example to explain the results of the whole testing activity.
- ☐ (d) Group the passed and failed tests by feature and compare the totals, allowing the product owner to work out what the results mean.

Question 6*(Correct answer is worth 1 point)*

The last two releases contained performance defects. A senior architect recommends a performance-testing tool.

A tester says: "We should adopt this tool because our senior architect recommends it. Their experience is enough to show that it meets our testing needs, so we do not need to evaluate it."

Which **ONE** of the following options **BEST** explains the bias in the tester's reasoning?

- ☐ (a) It shows anchoring bias because the tester uses the defects from the previous releases as the main reference for choosing the tool.
- ☐ (b) It shows happy path bias because the tester focuses on testing situations in which the application works as expected.
- ☐ (c) It shows no bias because the architect's experience provides enough evidence that the tool meets the team's needs.
- ☐ (d) It shows authority bias because the tester accepts the recommendation based on the architect's position and experience instead of evaluating the evidence.

Question 7*(Correct answer is worth 1 point)*

Which **ONE** of the following options **BEST** defines a bias?

- ☐ (a) A systematic thinking error that influences how we interpret information and make decisions.
- ☐ (b) A structured thinking process that helps us compare evidence and consider alternatives before making decisions.
- ☐ (c) A deliberate effort to influence another person's decision by presenting reasons that support a conclusion.
- ☐ (d) A random thinking error that occurs by chance rather than following a consistent pattern in judgment.

Question 8*(Correct answer is worth 1 point)*

Before making an important release recommendation, a tester uses the HALT mnemonic. They consider whether they are angry, lonely, or tired.

Which **ONE** of the following **HALT** conditions have they forgotten?

- ☐ (a) Hurried
- ☐ (b) Hesitant
- ☐ (c) Hungry
- ☐ (d) Distracted

Question 9*(Correct answer is worth 1 point)*

A cross-functional Agile team believes that a redesigned medical appointment system is ready for release because all planned tests have passed.

Which **ONE** of the following approaches **BEST** combines four ways to trigger System 2 thinking before making the release decision?

- ☐ (a) Review the effect of failures on patients, ask an experienced teammate to confirm the results, repeat the successful tests, and use the pass rate to support the release decision.
- ☐ (b) Consider the effect of a failed appointment on patients and staff, ask a knowledgeable person outside the team for a second opinion, state the assumptions behind the release decision, and ask, "What if we are wrong?"
- ☐ (c) State the assumptions behind the decision, compare the results with the previous release, ask all team members whether they agree, and use their agreement to confirm that the system is ready.
- ☐ (d) Ask a knowledgeable person outside the team to review the results, consider the effect of failures on staff, summarize the passed tests, and let the reviewer decide whether the system is ready.

Question 10*(Correct answer is worth 1 point)*

A test consultant is negotiating time for additional testing with a delivery manager. The manager says, "Another delay will be blamed on me." The consultant replies:

"It sounds as though you are worried about being blamed. Could you tell me more about that concern?"

Which **ONE** of the following options **BEST** explains why this response can help the negotiation?

- ☐ (a) It shows agreement that the manager would be blamed, giving both parties a shared fact on which to base their decision.
- ☐ (b) It moves the discussion away from the testing request, giving the manager time to calm down before returning to the original proposal.
- ☐ (c) It brings a possible negative emotion into the open, allowing the manager to explain a concern that could otherwise harm the negotiation.
- ☐ (d) It identifies the manager's main concern, giving the consultant enough information to offer a shorter testing period without further discussion.

Answer Key

Question 1: Answer A is correct

Explanation:

- Option A is correct. The Gameception helps the team reflect on how its members interacted, whether everyone could contribute, and how decisions were reached.
- Option B is incorrect. Gameception may reveal interaction patterns, but it is not intended to determine permanent leadership responsibilities.
- Option C is incorrect. The game focuses on shared reflection and team behavior rather than setting individual performance targets.
- Option D is incorrect. The Gameception may inspire improvements to decision-making, but the facilitator does not prescribe a fixed process for the team.

Question 2: Answer A is correct

Explanation:

- Option A is correct. Communicating the big picture helps people understand the wider purpose and how their work contributes to it.
- Option B is incorrect. Accountability involves clarity about responsibilities and contributions; it does not remove individual responsibility.
- Option C is incorrect. Redundancy means maintaining alternatives or backup capacity rather than eliminating overlapping capabilities.
- Option D is incorrect. Evolving aggressively means actively adapting and improving rather than avoiding change.

Question 3: Answer A is correct

Explanation:

- Option A is correct. Visualizing the process and the suspected causes gives the team a shared reference point. It makes relationships, differences, and possible gaps easier to examine together.
- Option B is incorrect. Experience may inform the discussion, but relying on one person's interpretation does not help the team develop a shared understanding.
- Option C is incorrect. A written record preserves the suggestions, but it may not make their relationships or connection to the registration process easy to see.
- Option D is incorrect. Popularity does not determine whether an explanation is correct. Visualization helps the team examine how each possible cause relates to the system.

Question 4: Answer C is correct

Explanation:

- Option A is incorrect. Reviewing client needs for ambiguities and missing information belongs to Analyzing & Capturing, not Exploring & Validating. Exploratory testing belongs to Exploring & Validating, not Analyzing & Capturing.

- Option B is incorrect. Activity 1 is correctly placed on Analyzing & Capturing. However, executing tests against agreed requirements belongs to Checking & Verifying, while exploratory testing belongs to Exploring & Validating.
- Option C is correct. Reviewing client needs and making them clear belongs to Analyzing & Capturing. Executing tests against agreed requirements belongs to Checking & Verifying. Using exploratory testing to discover unanticipated problems belongs to Exploring & Validating.
- Option D is incorrect. Exploratory testing is correctly placed on Exploring & Validating. However, reviewing client needs belongs to Analyzing & Capturing, while executing tests against agreed requirements belongs to Checking & Verifying.

Question 5: Answer B is correct**Explanation:**

- Option A is incorrect. A list of testing steps provides detail, but it does not clearly explain why testing was needed or what the team learned.
- Option B is correct. This follows the three questions of a test story: “What and why?”, “How did it go?”, and “What was found?” It connects the context, actions, challenges, results, and takeaways.
- Option C is incorrect. A serious defect can be a useful example, but one defect does not explain the whole testing activity. This approach may leave out important context, challenges, and other findings.
- Option D is incorrect. Grouping results can make them easier to read, but numbers alone do not explain the testing context or challenges. The tester should also communicate the main takeaways.

Question 6: Answer D is correct**Explanation:**

- Option A is incorrect. Anchoring bias means relying too heavily on the first information received. Here, the tester’s reason for accepting the tool is the architect’s authority, not the previous defects.
- Option B is incorrect. Happy path bias means focusing on scenarios where everything works as expected. The statement does not describe which scenarios the team will test.
- Option C is incorrect. The architect’s experience makes the recommendation worth considering, but it does not replace evidence that the tool meets the team’s needs.
- Option D is correct. Authority bias means giving greater weight to an opinion because it comes from a perceived authority. The tester accepts the architect’s recommendation without evaluating the tool.

Question 7: Answer A is correct**Explanation:**

- Option A is correct. A bias is a systematic thinking error that affects how we interpret information and make decisions.

- Option B is incorrect. This describes a structured approach to assessing evidence, rather than a systematic thinking error.
- Option C is incorrect. This describes an attempt to persuade someone. A bias does not require a deliberate effort to influence others.
- Option D is incorrect. A bias is systematic, rather than a random error that happens by chance.

Question 8: Answer C is correct**Explanation:**

- Option A is incorrect. Feeling hurried may affect judgment, but it is not one of the four HALT conditions.
- Option B is incorrect. “Hesitant” is not represented by the HALT mnemonic.
- Option C is correct. HALT stands for Hungry, Angry, Lonely, and Tired. The missing condition is Hungry.
- Option D is incorrect. Distraction may influence decision-making, but it is not part of HALT.

Question 9: Answer B is correct**Explanation:**

- Option A is incorrect. Considering the effect on patients addresses relational impact. However, confirming results within the team and repeating successful tests do not provide an outsider perspective, make assumptions explicit, or question whether the team is wrong.
- Option B is correct. It combines all four triggers: considering who is affected, seeking an informed outsider perspective, stating assumptions explicitly, and asking, “What if we are wrong?” These encourage careful thinking before making a decision.
- Option C is incorrect. Stating assumptions is one of the four triggers. However, comparing releases and seeking team agreement do not address relational impact or provide an outsider perspective. Agreement alone does not challenge the team’s conclusion.
- Option D is incorrect. This includes an outsider perspective and considers the effect on staff. However, it does not explicitly state assumptions or ask, “What if we are wrong?” Giving the decision to the reviewer does not replace these triggers.

Question 10: Answer C is correct**Explanation:**

- Option A is incorrect. The consultant does not agree that the manager will be blamed. The words “It sounds as though” present the emotion as a possible interpretation that the manager can confirm or correct.
- Option B is incorrect. The response does not move away from the testing request. It explores an emotional concern that may be influencing the manager’s position in the negotiation.
- Option C is correct. Negative emotions can undermine a negotiation when they are not brought into the open. The consultant identifies a possible worry and invites the manager to explain it, supporting further exploration.

- Option D is incorrect. The response does not establish that this is the manager's main concern or provide enough information to offer a solution. The consultant must continue exploring before proposing a shorter testing period.