Usability Testing and UX Quality Training Course

Professional Development Training Course Outline

Category	Quality Assurance and ISO standards	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Usability Testing and UX Quality Training Course is designed to provide participants with the essential knowledge and practical skills required to evaluate, measure, and optimize user experiences in digital products. With digital transformation accelerating across industries, businesses are increasingly focused on enhancing usability, accessibility, and overall user satisfaction. This course emphasizes hands-on techniques, industry-relevant methodologies, and the use of powerful tools for usability testing and user-centered design. Participants will develop a deeper understanding of how usability directly impacts engagement, conversions, and business growth.

By integrating usability testing with UX quality strategies, learners will be empowered to identify user pain points, conduct efficient test sessions, and deliver actionable insights. The training incorporates real-world case studies, practical workshops, and innovative frameworks to improve user-centered product development. With strong emphasis on trending areas such as accessibility compliance, mobile usability, UX metrics, and agile testing, this course prepares professionals to deliver digital solutions that are intuitive, reliable, and aligned with user expectations.

Programme Curriculum

Usability Testing and UX Quality Training Course

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Course Objectives

1. Understand the fundamentals of usability testing and UX quality evaluation.
2. Apply user-centered design principles to improve digital product experiences.
3. Conduct effective usability tests using trending tools and techniques.
4. Develop UX metrics and frameworks for measuring user satisfaction.
5. Integrate usability testing into agile and lean UX workflows.
6. Improve mobile usability and optimize cross-platform user journeys.
7. Identify accessibility issues and align with WCAG standards.
8. Create actionable usability reports with strategic recommendations.
9. Analyze user feedback to inform data-driven UX improvements.
10. Explore advanced usability testing methods such as remote and unmoderated testing.
11. Enhance stakeholder communication with compelling usability insights.
12. Strengthen problem-solving skills through UX case studies and simulations.
13. Build a strong foundation for continuous UX quality improvement.

Organizational Benefits

1. Increased customer satisfaction through user-friendly designs.
2. Reduced development costs by identifying usability issues early.
3. Enhanced digital transformation strategies with user-focused insights.
4. Stronger product-market fit through continuous UX optimization.
5. Improved accessibility and inclusivity for diverse users.
6. Competitive advantage with superior user experience delivery.
7. Higher conversion rates across digital platforms.
8. Better collaboration between product, design, and development teams.
9. Improved brand reputation through quality digital interactions.
10. Long-term business growth through sustainable UX strategies.

Target Audiences

1. UX Designers
2. Product Managers
3. UI Developers
4. Quality Assurance Professionals
5. Digital Marketing Specialists
6. Project Managers
7. Business Analysts
8. Customer Experience Leaders

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Usability Testing

- Introduction to usability concepts
- Core principles of user experience quality
- Importance of usability in digital transformation
- Roles and responsibilities in usability testing
- Key challenges and solutions in usability testing
- Case Study: Evaluating a retail website for usability gaps

Module 2: User-Centered Design Principles

- Overview of human-centered design
- Applying empathy mapping in UX projects
- Identifying user personas for product development
- Journey mapping and its significance
- Aligning design with usability outcomes
- Case Study: Designing an app for elderly users

Module 3: Usability Testing Methods and Techniques

- Moderated vs unmoderated testing approaches
- Remote usability testing strategies
- Task-based testing and scenario creation
- A/B testing and split testing for UX improvements
- Selecting appropriate usability methods
- Case Study: Mobile banking application usability

Module 4: Tools for Usability Testing

- Popular usability testing tools overview
- Analytics platforms for UX metrics
- Recording and observation software
- Eye-tracking and heatmap tools
- Tool selection criteria for projects
- Case Study: Usability testing with Hotjar

Module 5: Usability in Agile and Lean UX

- Integrating usability into agile sprints
- Continuous usability feedback loops
- Lean UX principles for faster delivery
- Collaboration between agile teams and UX testers
- Iterative prototyping and validation
- Case Study: Agile-based e-commerce platform usability

Module 6: Mobile Usability Testing

- Mobile-first design strategies
- Responsive and adaptive design considerations
- Mobile app usability frameworks

- Gesture-based usability challenges
- Accessibility for mobile applications
- Case Study: Testing a ride-hailing app usability

Module 7: Accessibility Testing and WCAG Compliance

- Accessibility principles and standards
- WCAG guidelines overview
- Tools for accessibility evaluation
- Testing for diverse user needs
- Legal and ethical considerations
- Case Study: Accessibility audit for a government portal

Module 8: UX Metrics and Reporting

- Identifying relevant UX metrics
- Quantitative vs qualitative UX measures
- Creating usability scorecards
- Data visualization for usability reports
- Communicating findings to stakeholders
- Case Study: Dashboard reporting for SaaS usability

Training Methodology

- Instructor-led interactive sessions
- Hands-on usability testing exercises
- Group discussions and peer reviews
- Real-world case study analysis
- Role-playing scenarios for test facilitation
- Project-based assessments and feedback

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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