
D.6 Report on Credibly prototype testing with youth organisations



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Date: January 2026



Co-funded by
the European Union

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Deliverable Factsheet

Project Number:	2024-3-EL02-KA210-YOU-000295740
Project Acronym:	Credibly
Project Title:	Youth digital readiness and employability through credentialisation of non-formal learning
Title of Document:	Report on Credibly prototype testing with youth organisations
Output:	D6. Report on Credibly prototype testing with youth organisations
Due date according to contact:	28/2/2026
Editor(s):	Claire Fragiadaki, Katerina Zourou, Web2Learn
Contributor(s):	Claire Fragiadaki, Katerina Zourou, Web2Learn
Reviewer(s):	All partners
Approved by:	All Partners
Keyword list:	Software development, accreditation, ESCO, YouthPass
Copyright	Creative Commons License 4.0 International
Please cite as:	Fragiadaki, C., Zourou, K. (2026). Report on Credibly prototype testing with youth organisations. Credibly consortium

Partnership

Name		Logo
1	Web2Learn	
2	System & G Finland	
3	CODEC	

Revision History

Version	Date	Revised by	Reason
v0.1	10/2/2026	W2L	First draft- technical dimension
v0.2	12/2/2026	W2L	Internal review
v0.3	15/2/2026	All partners	Partners review

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

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Executive Summary

This report presents the pilot testing, with representatives of youth organisations, of the Credibly system that took place as per Credibly application. The pilot testing was organised and held on January 23, 2026, by the Web2Learn team composed of Katerina Zourou and Claire Fragiadaki.

Testing Credibly System

The testing of the Credibly system was carried out with representatives from youth organisations: Charalampos Stafylidis from System & G Finland (Finland), Natalia Roefoes from Sira Impact Hub (Cyprus), Stelios Maridakis from Chasma NGO (Greece), Elvira Melentzioti from Hellenic Youth Council (Greece), and Akif Tamer Tombul from Associação Sójovem (Portugal).

Prior to the pilot activity, participants were notified by Web2Learn about its plan and its duration (1h):

- Presentation of Credibly: 10'
- Importance of credentialization: 10'
- Test: 30'
- Feedback: 5'
- Conclusions: 5'

The online session was conducted via the Zoom platform, where all participants joined remotely.

At the beginning of the session, Katerina Zourou, Managing Director of Web2Learn, introduced the Credibly system and explained the testing procedure.

Subsequently, Claire Fragiadaki highlighted the importance of credentialization, with emphasis on the role of digital credentials in validating learning outcomes, enhancing transparency, and supporting the recognition and portability of skills across educational and professional contexts. Later on she guided participants through the pilot testing process.

Participants' questions and feedback were collected at the end of the pilot testing activity.

Proof of the pilot testing is provided in the form of screenshots below.

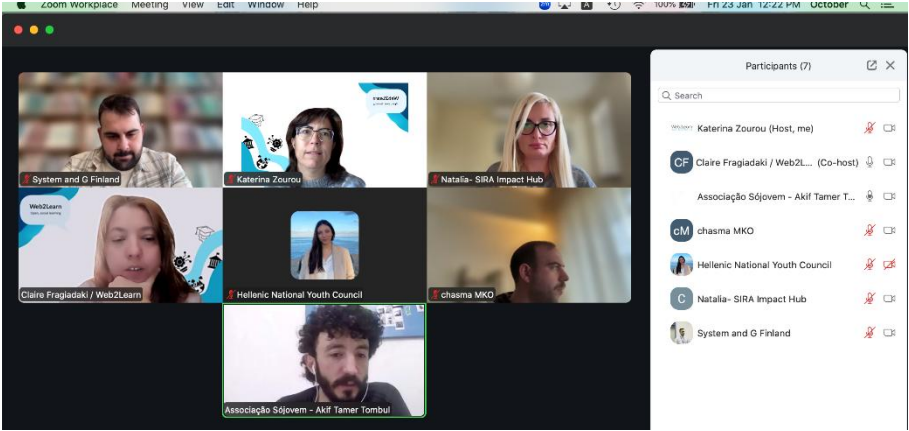


Figure 1. Participants of the Pilot testing

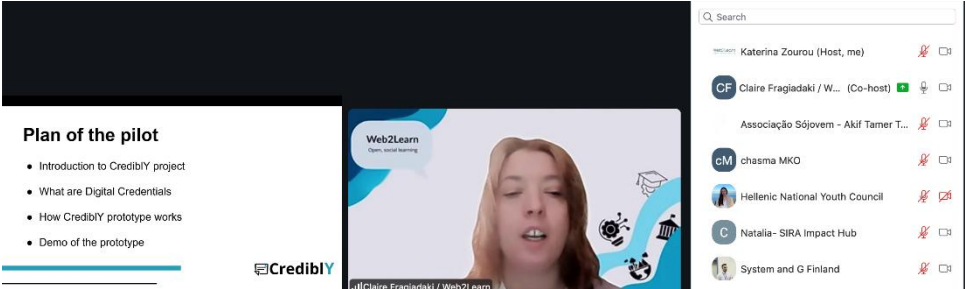


Figure 2. Claire Fragiadaki during the Pilot testing

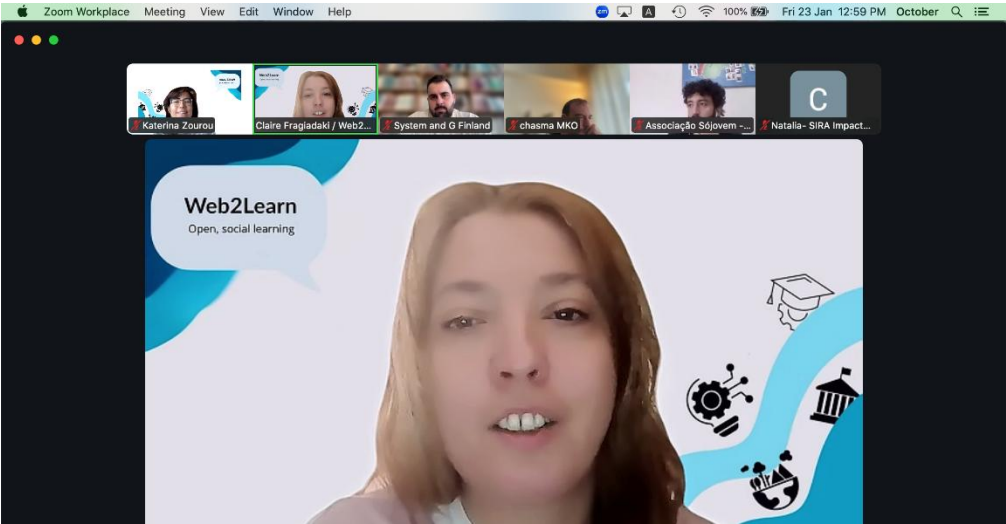


Figure 3. Claire Fragiadaki during the Pilot testing

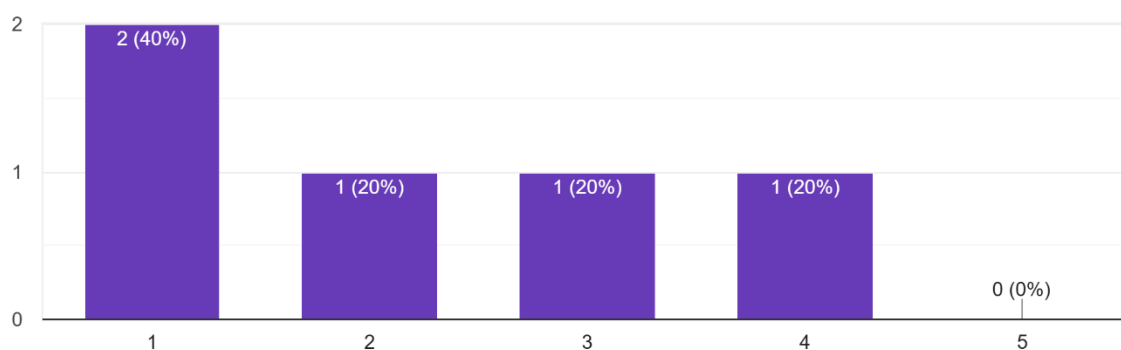
Evaluation of the Credibly System

Following the completion of the pilot testing, participants were invited to evaluate their experience with the Credibly system. The evaluation focused on key aspects of usability and user perception, including the ease of navigation, the clarity and comprehensibility of the platform and the demonstration, and the overall user experience.

In addition, participants were asked to assess the perceived reliability and trustworthiness of the system, as well as their willingness to use or further explore the platform in the future. The purpose of this evaluation was to collect user feedback that could support the assessment of the system's effectiveness and inform potential improvements.

Q1: How familiar were you with digital credentials before this demo?

5 responses

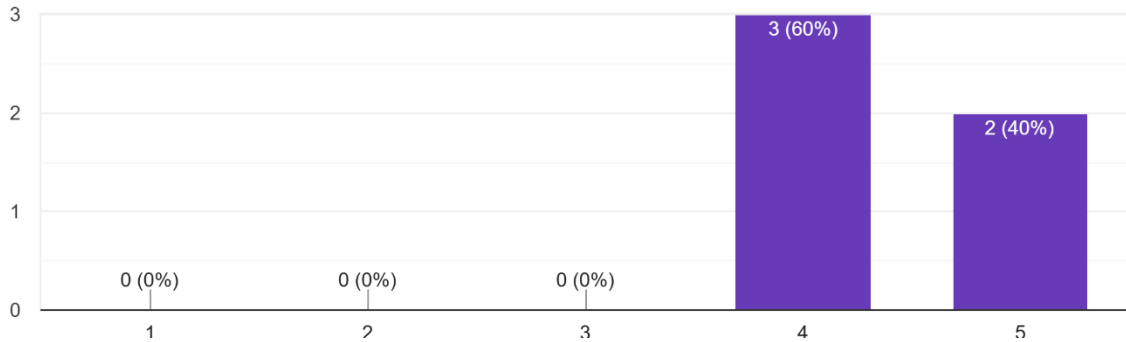


Participants were asked to indicate their level of familiarity with digital credentials prior to the demonstration. The responses show a varied level of prior knowledge among the participants.

Overall, the findings suggest that participants entered the pilot with generally low to moderate prior knowledge of digital credentials. This highlights the relevance of the introductory part of the session, particularly the presentation and the explanation of the importance of credentialization, as it addressed an existing knowledge gap and supported participants' understanding of the concept and its potential use.

Q2: The demo clearly explained the purpose of the platform

5 responses

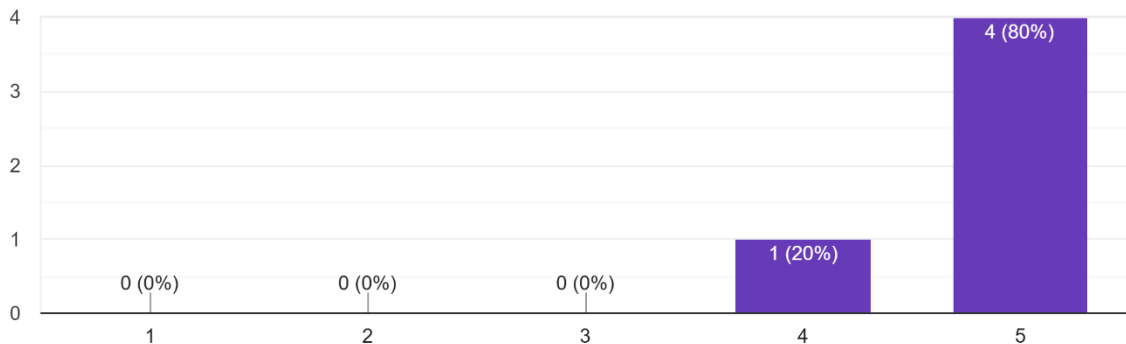


Participants were asked to evaluate whether the demonstration clearly explained the purpose of the platform. The responses were highly positive, with two participants giving the highest rating (5) and three participants assigning a rating of 4.

These results indicate that the purpose and objectives of the platform were communicated effectively during the demonstration. The consistently high scores suggest that participants were able to understand the system's function and value, reflecting the clarity and adequacy of the presentation. Overall, the findings confirm that the demo successfully conveyed the core purpose of the CrediblyY platform.

Q3: After the demo, I understand how credentials are issued, shared and verified

5 responses



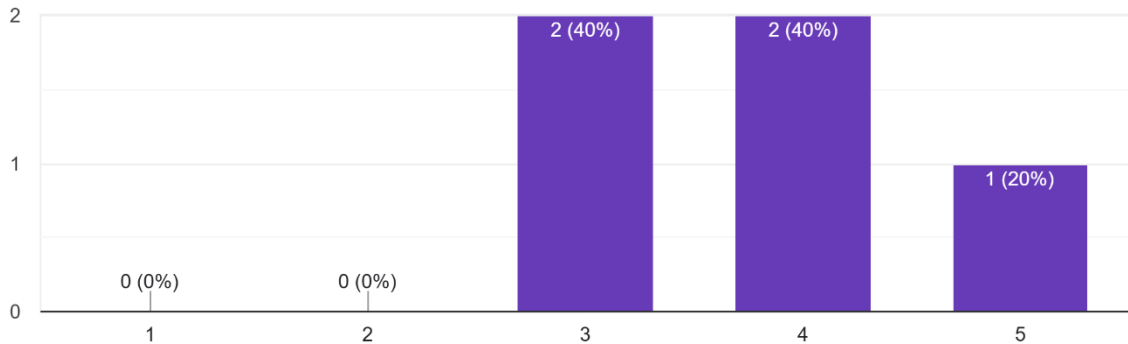
Participants were asked to assess whether they understood how credentials are issued, shared, and verified after the demonstration. The responses were very positive, with four participants giving the highest rating (5) and one participant rating it 4.

These results indicate that the demo was effective in explaining the core functionalities of the CrediblyY system. Participants gained a clear understanding of the processes involved in credential issuance, sharing, and verification. Overall, the high ratings reflect that the

demonstration successfully enhanced participants' comprehension of how the platform operates.

Q4. Based on the demo, the platform appears easy to use

5 responses

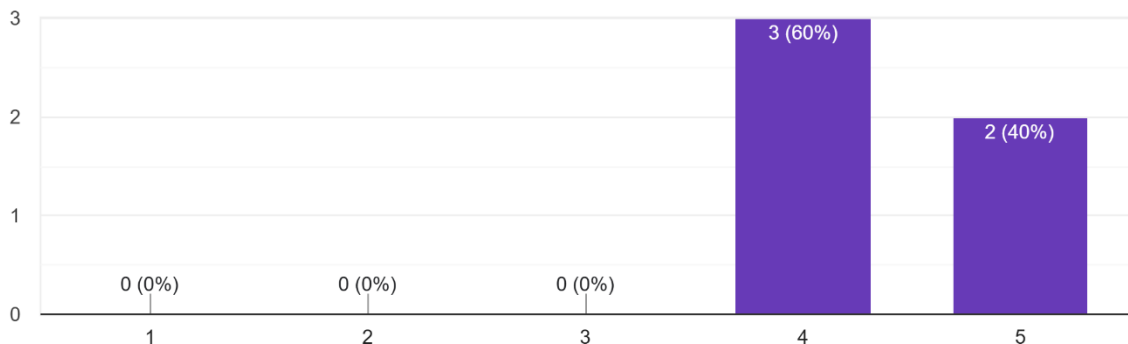


Participants were asked to evaluate the perceived ease of use of the CrediblyY platform based on the demonstration. The responses were mixed, with two participants giving a rating of 3, two participants giving a rating of 4, and one participant giving the highest rating of 5.

These results suggest that while some participants found the platform straightforward and user-friendly, others experienced minor difficulties or perceived it as moderately complex. Overall, the feedback indicates that the platform is generally accessible, but there may be opportunities to improve the intuitiveness of the interface to enhance the user experience further.

Q5. I would trust credentials issued through CrediblyY prototype.

5 responses

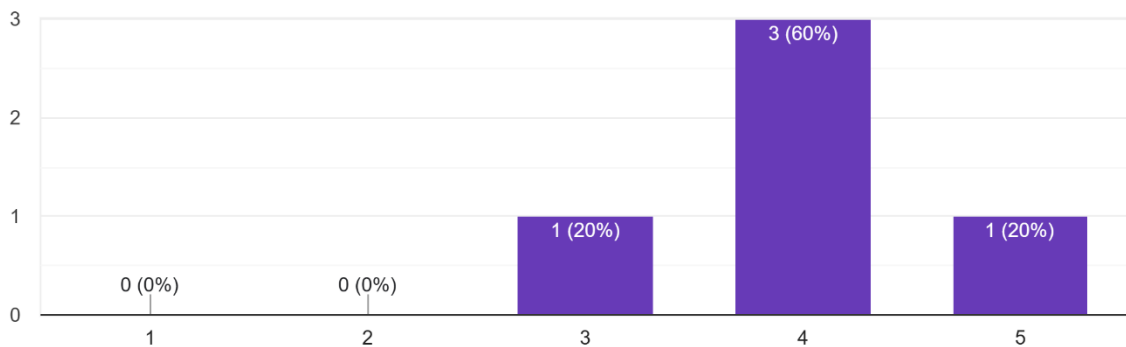


Participants were asked to assess their trust in credentials issued through the CrediblyY prototype. The responses were consistently positive, with two participants giving the highest rating (5) and three participants rating it 4.

These results indicate that participants generally perceived the platform as reliable and credible. The high level of trust reflected in the responses suggests that the prototype successfully conveys confidence in the authenticity and validity of the credentials it issues. Overall, the findings demonstrate strong user confidence in the system's trustworthiness.

Q6. The verification process shown appears clear and reliable.

5 responses

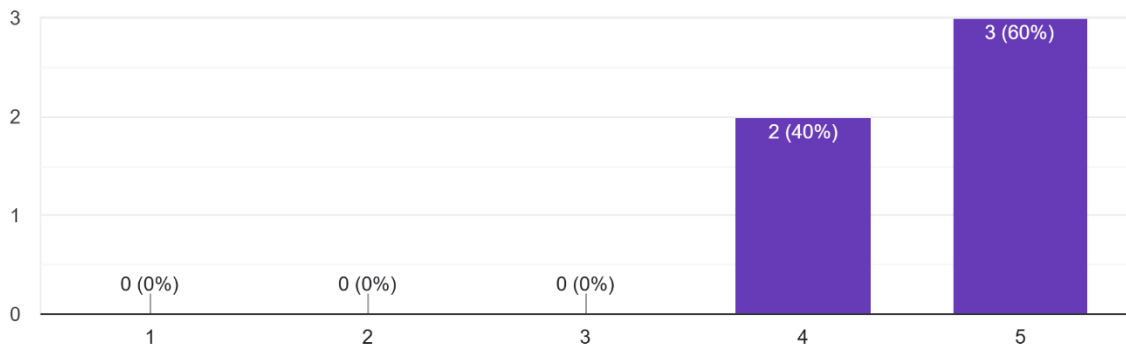


Participants were asked to evaluate whether the verification process demonstrated in the CrediblyY prototype appeared clear and reliable. The responses were generally positive, with one participant giving a rating of 3, three participants giving a rating of 4, and one participant giving the highest rating of 5.

These results suggest that most participants found the verification process understandable and trustworthy, though one participant perceived some ambiguity. Overall, the feedback indicates that the verification functionality is largely clear and reliable, while minor improvements could further enhance participants' confidence in this process.

Q6. CrediblyY prototype would add value to your organisation

5 responses

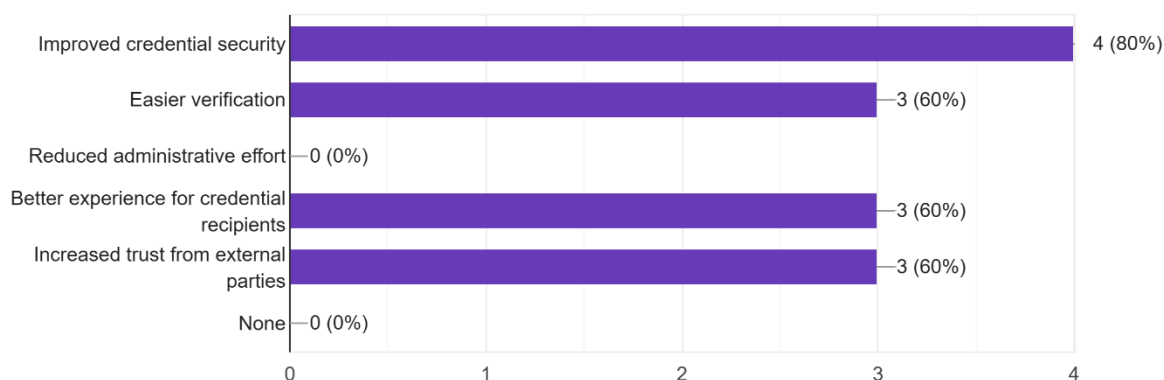


Participants were asked to assess whether the Credibly prototype would add value to their organization. The responses were very positive, with three participants giving the highest rating (5) and two participants rating it 4.

These results indicate that participants generally perceive the platform as beneficial and relevant to their organizational needs. The consistently high scores suggest that the Credibly system has the potential to provide meaningful value, supporting credential management, verification, and overall organizational credibility. Overall, the feedback reflects strong confidence in the usefulness of the prototype for professional contexts.

Q7. Which benefits do you expect from using Credibly prototype?

5 responses



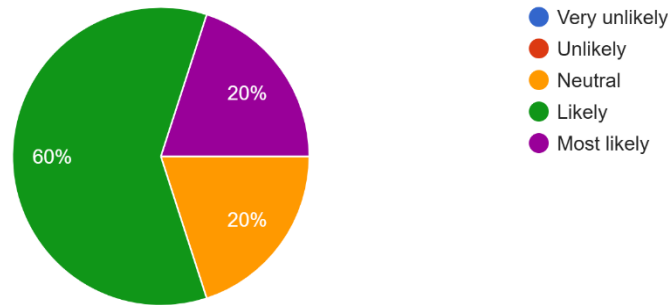
Participants were asked to indicate which benefits they expect from using the Credibly prototype. The responses highlight several recurring themes:

- **Improved credential security** was selected by four out of five participants, showing that the system’s ability to safeguard credentials is a key perceived advantage.
- **Easier verification** was noted by three participants, indicating that streamlining the verification process is seen as a significant benefit.
- **Better experience for credential recipients** was mentioned by three participants, suggesting that enhancing user experience for individuals receiving credentials is an important value proposition.
- **Increased trust from external parties** was highlighted by three participants, reflecting the expectation that Credibly can strengthen organizational credibility and recognition of issued credentials.

Overall, the feedback demonstrates that participants see multiple, complementary benefits from the platform, with a strong emphasis on security, usability, and trust. The results suggest that the Credibly prototype addresses both organizational and recipient needs effectively.

Q8. How likely would you be to support adoption of CrediblyY prototype?

5 responses



Participants were asked to indicate how likely they would be to support the adoption of the CrediblyY prototype within their organization. The responses were generally positive: three participants indicated “Likely,” one participant selected “Most likely,” and one participant responded “Neutral.”

These results suggest a strong overall willingness to support the adoption of the platform, with most participants expressing a favorable stance. The single neutral response indicates that while the majority are inclined toward adoption, there may be minor reservations that could be addressed through further demonstration, training, or clarification of the system’s benefits. Overall, the feedback reflects a promising level of acceptance and interest in implementing the CrediblyY prototype.

Conclusion

The pilot testing of the CrediblyY system was positively received. Participants reported a clear understanding of how credentials are issued, shared, and verified, and highlighted benefits such as improved security, easier verification, and enhanced user experience.

While perceptions of ease of use varied slightly, most participants found the platform trustworthy and expressed willingness to support its adoption. Overall, the pilot confirms that CrediblyY is a relevant and promising tool for managing and verifying digital credentials, with potential value for both organizations and credential recipients.