

# **TRAINING REGISTRY OF THE MODERN BUSINESS SERVICES SECTOR**

**Erasmus+ project  
(#101132877)**



**User Acceptance  
Test (UAT) Plan**



**Co-funded by  
the European Union**

# User Acceptance Test (UAT) Plan

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## 1. Objectives

- a) Verify that the application meets the specified requirements.
- b) Ensure that all functionalities work as intended in real-world scenarios.
- c) Validate the user interface for usability and accessibility.

## 2. UAT Actors

- a) **UAT Operators** – persons involved in the implementation of the workshop on the side of each consortium partner, responsible for the implementation and settlement of the workshop.
- b) **End Users** – workshop participants
- c) **Project Manager** - employee of the Project Coordinator, responsible for analyzing the test results and partial workshop reports provided by UAT Operators; submits the results of the analysis in the form of a summary workshop report to QA Testers
- d) **QA Testers** – administrator's staff, responsible for QA and analysis of the possibility of implementing improvements, based on reports provided by the Project Manager

## 3. UAT Process

The implementation of acceptance testing should be carried out with a group of **End Users** recruited for the implementation of the workshop. Each participant of the workshop will have the opportunity to get acquainted with the way the service (the register of training offers) functions in a significant part of the functionality, which will allow to collect a significant range of feedback.

Each workshop participant:

- a) Will create an individual service user account,
- b) will go through the login process multiple times,
- c) will be forced to explore the content of the site in order to go through certain processes,
- d) will register for an educational service (in the form of a workshop) using the functionality of the service,
- e) will get access to the login details of the VR application (used during the workshop) from his/her user account,
- f) will evaluate the completed service (workshop) using the functionality of the service,

- g) will access the micro-credentials acquired in the workshop from the digital credentials wallet, accessible from the service.

In order to gather feedback on the service from **End Users**, **UAT Operators** will distribute UAT surveys to workshop participants.

The surveys are about the experience of using the system, and there should not be too much time between operating in the system and completing the survey (a delay in this regard may distort the test results). Users will interact with the system throughout the implementation of the workshop, with the greatest activity taking place immediately before the workshop begins.

In view of the above, and due to the significant stretch of workshop implementation over time, UAT surveys should be completed at least twice during workshop implementation - at the beginning of the workshop and at the end of the workshop.

Questions included in the UAT survey forms will be marked with two description elements: 'AT THE START' and 'AT THE END' - defining the optimal moment to answer them.

**UAT Operators** are tasked with ensuring the following guidelines:

- a) UAT questionnaires should be given to **End Users** for completion, at the appropriate moments of workshop implementation (at the start and at the end of the workshop).
- b) During each of the two phases of testing, users should only complete the questions with the current moment of workshop implementation marked.
- c) After answering the questions marked 'AT THE START', **UAT Operators** should collect the forms from the participants and keep them until the end of the workshop implementation.
- d) At the end of the workshop, **UAT Operators** should re-distribute the forms to **End Users** to answer the questions marked 'AT THE END'. **UAT Operators** should ensure that **End Users** receive the tests signed with their name (for the purpose of preserving the continuation of the evaluation by the same user within one form).
- e) Some questions will be marked with both elements ('AT THE START' and 'AT THE END') - for these questions, participants should answer them at the beginning of the workshop and then revise their answers at the end of the workshop.
- f) UAT surveys should be completed individually by users - without group cooperation and without **UAT Operators** controlling the process. Surveys are about subjective and individual experiences and the influence of third-party opinions may bias the test results. Accordingly, **UAT Operators** can only provide guidance related to the design of the forms, but cannot influence the answers provided in any way.
- g) **UAT Operators** are responsible for ensuring that the tests are completed in full by workshop participants.

- h) UAT questionnaires are part of the workshop documentation and should be included in the workshop report and delivered in a complete manner (along with the rest of the workshop documentation) to the Project Coordinator, within the timeframe resulting from the accepted arrangements.

#### 4. Test Scenarios and Test Cases

The scenarios and test cases described below provide information describing both the activities of **End Users** and **QA Testers** (e.g., for the purpose of verifying the feedback provided by **End Users**). Not all test cases will be tested and reviewed by all **End Users** involved in the workshops realization (this depends on the activity undertaken by users in the system on their own initiative – for example, some users may not acquire micro-credentials, and thus will not be able to evaluate the functionality associated with the system's handling of micro-credentials).

##### Scenario 1: User Management

Test Case ID	Description	Test Steps	Expected Result
TC-1.1	Add a new user with valid data	User navigates to 'Register' and fills form	New user is added and listed
TC-1.2	User registration with strong password policy	Enter a password that does not comply with the security standard (min 12 characters, letters, numbers, special characters)	Prompt message displayed

Survey questions for End Users:

1. Were you able to register an individual user account without experiencing technical problems?
2. Does the system adhere to the rules of using strong passwords (it required you to enter a password of min. 12 characters, consisting of letters, numbers and special characters)?

##### Scenario 2: User Authentication

Test Case ID	Description	Test Steps	Expected Result
TC-2.1	Successful login with valid	Enter valid credentials and	User is redirected to landing page

	credentials	login	
TC-2.2	Login attempt with invalid credentials	Enter invalid credentials and login	Error message displayed

Survey questions for End Users:

3. Were you able to log into the system - into your own individual user account - without experiencing technical problems?
4. Did the system return an error message when you tried to log in to your own individual user account with incorrect login information?

### Scenario 3: Notifications and Alerts

Test Case ID	Description	Test Steps	Expected Result
TC-3.1	Display of system alerts	Trigger a system event	Notification appears correctly
TC-3.2	Email notification on user action	Submit action that triggers email	Email is sent correctly

Survey questions for End Users:

5. Did the system correctly display notifications (notifications visible under the bell icon - available in the header of the service, in the logged-in user's view), in the situation of events:
  - You registered for the service as an employee of the organization, and your employer (who also has a profile on the service) accepted your application, confirming the fact that you are its employee.
  - You registered for the service as an employee of the organization, and your employer (also having a profile on the site) rejected your application.
  - The provider of the training service you registered for made changes to the offer description.
  - The offer for which you registered has reached the minimum number of participants set by the service provider (in the offer description), which guarantees the implementation of the service.
6. Did the system correctly send an email notification in the situation of events:
  - Activation mail - after registering a user account in the service.
  - The offer for which you registered has reached the minimum number of participants set by the service provider (in the offer description), which guarantees the implementation of the service.

#### Scenario 4: Changing Language Versions of the Website

Test Case ID	Description	Test Steps	Expected Result
TC-4.1	Switch language from English to Greek/Italian/Polish	Click language switcher > choose Greek/Italian/Polish	Entire UI updates to chosen language
TC-4.2	Change back to English	Click language switcher > choose English	All text returns to English
TC-4.3	Validate translation accuracy	Review key screens in each language	Translations are correct, culturally appropriate
TC-4.4	Persistent language preference	Change language > refresh page	Selected language remains after refresh
TC-4.5	Language switching during session	Change language mid-session	Language changes without logging out or errors

Survey questions for End Users:

7. When you changed the language of the site to your chosen language, has it gone correctly (the user interface element and textual content have been translated)?
8. When you changed the language version of the site from your chosen language to English, has it gone correctly (the user interface element and textual content returned to its original form)?
9. Is the translation of the page into your chosen language correct (at least for key views and processes)?
10. After refreshing the page, did the textual content and the user interface element remain in the language version you selected?
11. Did changing the language of the page during the session cause errors (e.g. user logout or missing / incorrect translation)?

#### Scenario 5: Transparency of Layout and Ease of Searching for Information

Test Case ID	Description	Test Steps	Expected Result
TC-5.1	Check logical grouping of content	Navigate through menus and pages	Information is grouped in a logical, user-friendly manner
TC-5.2	Test navigation menu clarity	Hover/click menu and submenus	Menu structure is clear and understandable
TC-5.3	Locate specific page manually	Try to find (e.g.) user profile, change of the language of	Pages are found with minimal clicks

		the site, register of services (list of offers available on the site), contact	
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Survey questions for End Users:

12. Using the site, did you encounter a problem with navigating its tabs? Is the content of the site (in terms of its information) grouped in a logical way (e.g. header, main body, footer).
13. Are the various elements of the site located where you expected? Are the menu items understandable to you?
14. Were you able to locate specific service elements without problems (e.g. information about user profile, functionality for changing the site language, service register (list of offers available on the site), contact)?

#### Scenario 6: Correctness of Content Display

Test Case ID	Description	Test Steps	Expected Result
TC-6.1	Check for spelling/grammar errors	Navigate through all static pages	No typos or grammatical mistakes
TC-6.2	Verify image loading and alignment	Check all pages for banners, icons, and images	Images are visible, aligned correctly, and optimized
TC-6.3	Validate dynamic content (e.g., user name)	Login and check dashboard	User-specific content appears correctly
TC-6.4	Test content formatting	Review content for correct font, spacing, and headers	Formatting follows the style guide/site template

Survey questions for End Users:

15. While using the site, did you encounter any errors in writing of the textual content (typos, logical errors, spelling errors, missing words, etc.)?
16. Did the graphic element of the site (banners, illustrations, icons) load and display correctly?
17. Did user-specific content display correctly (user profile and user profile information; user account-specific information (VR application access data, information on micro-credentials earned, information on services you participate/participate in, information on service ratings left, etc.)?)

18. Is the service standardized in terms of how content is displayed (fonts used, spacing, text formatting, consistency of graphic elements, etc.)?

### Scenario 7: Filtering, Sorting & Search

Test Case ID	Description	Test Steps	Expected Result
TC-7.1	Search by typed text	Enter a description in the search bar	Matching records are shown
TC-7.2	Filter offers using available drop-down options	Filter the offers in terms of parameters from the selection lists, eg.: date, language of service, form of service delivery	Data filtered correctly
TC-7.3	Filter offers using available check-box options	Filter the offers by the selected parameters, such as.: VR/AR Support, Micro-credentials, Favourite Offers	Data filtered correctly
TC-7.4	Filter offers using available slider options	Filter the offers according to the specified service price range	Data filtered correctly

Survey questions for End Users:

19. Did searching (e.g., for offers available in the registry, training providers, employers) using the description entered work correctly?
20. Did filtering offers using options available from drop-down lists (e.g., date, language of service, method of service delivery) work correctly?
21. Did filtering offers using options available as selection options (check boxes - e.g. Micro-credentials, VR/AR support, Favorite offers) work correctly?
22. Did filtering offers using the service price range setting work correctly?

### Scenario 8: Individual User Enrollment for a Training Service

Test Case ID	Description	Test Steps	Expected Result
TC-8.1	Enroll in available training service	Login as individual user > Browse trainings > Click 'SIGN UP'	Enrollment confirmation received; training added to user profile
TC-8.2	Prevent duplicate	Attempt to enroll in	System prevents re-

	enrollment	the same training again	enrollment
TC-8.3	View enrolled trainings	Go to 'My Courses' section	All currently and previously enrolled trainings are listed correctly

Survey questions for End Users:

23. Were you able to sign up for the selected service without experiencing technical problems?
24. Have you managed to enroll for the same service more than once?
25. Does the information on the services (completed and in progress) display correctly in the 'My Courses' section?

### Scenario 9: Micro-Credentials Functionality

Test Case ID	Description	Test Steps	Expected Result
TC-9.1	Earn micro-credential upon training completion	Complete a training service (Workshop)	Corresponding micro-credential appears in user's 'Microcredentials' section
TC-9.2	View details of a micro-credential	Click on a 'VIEW' option – under a badge in 'Microcredentials' section	Detailed info about issuer, skills, date, etc. is displayed
TC-9.3	Download micro-credential	Click 'Download' on a credential	File is downloaded successfully (e.g., PDF or image)
TC-9.4	Share micro-credential via email/social media	Click 'Share' > Select platform (e.g., LinkedIn)	Credential shared with appropriate formatting and link
TC-9.5	Validate micro-credential using built-in validator	Click on 'VERIFY' option – in the description of micro-credential or use validator tool - available in the footer of the service	Credential is confirmed as valid

Survey questions for End Users:

26. Did the micro-credential appear on your profile (in the 'Micro-credentials' section) after the completion of the workshop **AND** the completion of the related learning outcomes?

**IMPORTANT:** only the micro-credential on learning outcomes related to the use of VR tools in the learning process will appear on the site immediately after the validation of the learning outcomes - the other micro-credentials will be awarded on the basis of the validation report provided by the persons responsible for the implementation of the workshop - some time after the completion of the workshop. If the learning outcomes are not passed, micro-credentials will not be awarded.

27. Were you able to view detailed information on the micro-credentials earned?

28. Were you able to download any of your micro-credentials from the site?

29. Were you able to share your micro-credentials?

30. Were you able to validate your micro-credentials?

### Scenario 10: Evaluation of Completed Training Services

Test Case ID	Description	Test Steps	Expected Result
TC-10.1	Evaluate training service after completion	Access completed training > Submit 5-point scale ratings	Rating is recorded successfully and visible in the service
TC-10.2	Evaluate training provider	Submit score for provider via evaluation form	Rating is recorded successfully and visible in the service
TC-10.3	Evaluate trainer	Submit trainer evaluation on same form	Rating is recorded successfully and visible in the service
TC-10.4	Prevent evaluation before training completion	Try to evaluate ongoing training	System prevents premature evaluation
TC-10.5	Prevent duplicate evaluation	Try to evaluate the same training for the second time	System prevents duplicate evaluation

Survey questions for End Users:

31. Were you able to evaluate the completed service without technical problems and is your evaluation visible in the system?

32. Were you able to evaluate the provider of the completed service without technical problems and is your evaluation visible in the system?

33. Were you able to evaluate the trainer responsible for the completed service without technical problems and is your evaluation visible in the system?

34. Was the service evaluation available before the last day of the service?

35. Were you able to leave more than one evaluation of the same service?

### Scenario 11: Performance and Load Handling

Test Case ID	Description	Test Steps	Expected Result
TC-11.1	Behavior under high load	Simulate many users logged in	System remains stable
TC-11.2	Acceptable page load time	Load complex dashboard	Page loads within threshold

Survey questions for End Users:

36. Have you experienced problems with the efficient functioning of the site (e.g., delay in loading content, system instability due to server load)?



## User Acceptance Test (UAT)

Full name

This study is part of the so-called acceptance tests - these are tests of IT solutions, implemented with the participation of end users of the system.

As part of the workshop you are taking part in, you have been and will be implementing activities, using the functionality of the system: Training registry of the Modern Business Services sector, available at: <https://mbssapp.vccsystem.eu/en>. **The following questions relate to your experience interacting with the system.**

Please, provide the answers to the questions in the form - according to your **actual, subjective user experience**. Try not to consult your answers with the other workshop participants.

Some of the activities you will be asked about, you have been implementing before the workshop, while some will be implemented at the end of the workshop. In order to gather information that takes into account your possibly up-to-date experience, the questions in the form have been marked in two ways:

**'AT THE START'** and **'AT THE END'**

The workshop operators will ask you to complete this test **twice**: the first time, at the beginning of the workshop, at which time you will answer **only** the questions marked as **'AT THE START'**

and a second time - at the end of the workshop - answer then **only** the questions marked as **'AT THE END'** and the questions marked as **'AT THE START'** + **'AT THE END'** – questions marked in this way refer to activity taking place both at the beginning and at the end of the process. For these questions, you should revise your answers given at the start of the process and leave them unchanged, or make updates.

The workshop is being carried out as part of the project: „**TRAINING REGISTRY OF THE MODERN BUSINESS SERVICES SECTOR**“ (Project number 101132877)

**Remember to sign the test in the box above.**

### Test Scenario 1: User Management

Test Case ID	Description	Test Steps	Expected Result
TC-1.1	Add a new user with valid data	User navigates to 'Register' and fills form	New user is added and listed



TC-1.2	User registration with strong password policy	Enter a password that does not comply with the security standard (min 12 characters, letters, numbers, special characters)	Prompt message displayed
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1. **AT THE START** Were you able to register an individual user account without experiencing technical problems?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

2. **AT THE START** Does the system adhere to the rules of using strong passwords (it required you to enter a password of min. 12 characters, consisting of letters, numbers and special characters)

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

- I. Share your comments on the processes described above (what problems occurred, what was problematic to you).

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### Test Scenario 2: User Authentication

Test Case ID	Description	Test Steps	Expected Result
TC-2.1	Successful login with valid credentials	Enter valid credentials and login	User is redirected to landing page
TC-2.2	Login attempt with invalid credentials	Enter invalid credentials and login	Error message displayed

3. **AT THE START** Were you able to log into the system - into your own individual user account - without experiencing technical problems?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO



4. **AT THE START** Did the system return an error message when you tried to log in to your own individual user account with incorrect login information?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	Not verified

- II. Share your comments on the processes described above (what problems occurred, what was problematic to you).

### Test Scenario 3: Notifications and Alerts

Test Case ID	Description	Test Steps	Expected Result
TC-3.1	Display of system alerts	Trigger a system event	Notification appears correctly
TC-3.2	Email notification on user action	Submit action that triggers email	Email is sent correctly

5. **AT THE START** + **AT THE END** Did the system correctly display notifications (notifications visible under the bell icon - available in the header of the service, in the logged-in user's view), in the situation of events:

- You registered for the service as an employee of the organization, and your employer (who also has a profile on the service) accepted your application, confirming the fact that you are its employee.

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	Not verified

- You registered for the service as an employee of the organization, and your employer (also having a profile on the site) rejected your application.

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	Not verified

- The provider of the training service you registered for made changes to the offer description.

<input type="checkbox"/>	YES
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☐  
☐

NO  
Not verified

- The offer for which you registered has reached the minimum number of participants set by the service provider (in the offer description), which guarantees the implementation of the service.

☐  
☐

YES  
NO

6. **AT THE START** Did the system correctly send an email notification in the situation of events:

- Activation mail - after registering a user account in the service.

☐  
☐

YES  
NO

- The offer for which you registered has reached the minimum number of participants set by the service provider (in the offer description), which guarantees the implementation of the service.

☐  
☐

YES  
NO

III. Share your comments on the processes described above (what problems occurred, what was problematic to you).

#### Test Scenario 4: Changing Language Versions of the Website

Test Case ID	Description	Test Steps	Expected Result
TC-4.1	Switch language from English to Greek/Italian/Polish	Click language switcher > choose Greek/Italian/Polish	Entire UI updates to chosen language
TC-4.2	Change back to English	Click language switcher > choose English	All text returns to English
TC-4.3	Validate translation accuracy	Review key screens in each language	Translations are correct, culturally appropriate
TC-4.4	Persistent language preference	Change language > refresh page	Selected language remains after refresh



TC-4.5	Language switching during session	Change language mid-session	Language changes without logging out or errors
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7. **AT THE START** + **AT THE END** When you changed the language of the site to your chosen language, has it gone correctly (the user interface element and textual content have been translated)?

	YES
	NO

8. **AT THE START** + **AT THE END** When you changed the language version of the site from your chosen language back to English, has it gone correctly (the user interface element and textual content returned to its original form)?

	YES
	NO

9. **AT THE START** + **AT THE END** Is the translation of the page into your chosen language correct (at least for key views and processes)?

YES  
NO

10. **AT THE START** + **AT THE END** After refreshing the page, did the textual content and the user interface element remain in the language version you selected?

YES  
NO

11. **AT THE START** + **AT THE END** Did changing the language of the page during the session cause errors (e.g. user logout or missing / incorrect translation)?

	YES
	NO

IV. Share your comments on the processes described above (what problems occurred, what was problematic to you).

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Test Case ID	Description	Test Steps	Expected Result
TC-5.1	Check logical grouping of content	Navigate through menus and pages	Information is grouped in a logical, user-friendly manner
TC-5.2	Test navigation menu clarity	Hover/click menu and submenus	Menu structure is clear and understandable
TC-5.3	Locate specific page manually	Try to find (e.g.) user profile, change of the language of the site, register of services (list of offers available on the site), contact	Pages are found with minimal clicks

- |  |     |
|--|-----|
|  | YES |
|  | NO  |

- |  |     |
|--|-----|
|  | YES |
|  | NO  |

- |  |     |
|--|-----|
|  | YES |
|  | NO  |

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**Test Scenario 6: Correctness of Content Display**

Test Case ID	Description	Test Steps	Expected Result
TC-6.1	Check for spelling/grammar errors	Navigate through all static pages	No typos or grammatical mistakes
TC-6.2	Verify image loading and alignment	Check all pages for banners, icons, and images	Images are visible, aligned correctly, and optimized
TC-6.3	Validate dynamic content (e.g., user name)	Login and check dashboard	User-specific content appears correctly
TC-6.4	Test content formatting	Review content for correct font, spacing, and headers	Formatting follows the style guide/site template

15. **AT THE START** + **AT THE END** While using the site, did you encounter any errors in writing of the textual content (typos, logical errors, spelling errors, missing words, etc.)?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

16. **AT THE START** + **AT THE END** Did the graphic element of the site (banners, illustrations, icons) load and display correctly?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

17. **AT THE START** + **AT THE END** Did user-specific content display correctly (user profile and user profile information; user account-specific information (VR application access data, information on micro-credentials earned, information on services you participate/participate in, information on service ratings left, etc.)?)

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

18. **AT THE START** + **AT THE END** Is the service standardized in terms of how content is displayed (fonts used, spacing, text formatting, consistency of graphic elements, etc.)?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

- VI. Share your comments on the processes described above (what problems occurred, what was problematic to you).



### Test Scenario 7: Filtering, Sorting & Search

Test Case ID	Description	Test Steps	Expected Result
TC-7.1	Search by typed text	Enter a description in the search bar	Matching records are shown
TC-7.2	Filter offers using available drop-down options	Filter the offers in terms of parameters from the selection lists, eg.: date, language of service, form of service delivery	Data filtered correctly
TC-7.3	Filter offers using available check-box options	Filter the offers by the selected parameters, such as.: VR/AR Support, Micro-credentials, Favourite Offers	Data filtered correctly
TC-7.4	Filter offers using available slider options	Filter the offers according to the specified service price range	Data filtered correctly

19. **AT THE START** Did searching (e.g., for offers available in the registry, training providers, employers) using the description entered work correctly?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

20. **AT THE START** Did filtering offers using options available from drop-down lists (e.g., date, language of service, method of service delivery) work correctly?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

21. **AT THE START** Did filtering offers using options available as selection options (check boxes - e.g. Micro-credentials, VR/AR support, Favorite offers) work correctly?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO



	YES
	NO

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### Test Scenario 8: Individual User Enrollment for a Training Service

Test Case ID	Description	Test Steps	Expected Result
TC-8.1	Enroll in available training service	Login as individual user > Browse trainings > Click 'SIGN UP'	Enrollment confirmation received; training added to user profile
TC-8.2	Prevent duplicate enrollment	Attempt to enroll in the same training again	System prevents re-enrollment
TC-8.3	View enrolled trainings	Go to 'My Courses' section	All currently and previously enrolled trainings are listed correctly

YES  
NO

YES  
NO

☐ YES


☐

NO

- VIII. Share your comments on the processes described above (what problems occurred, what was problematic to you).

### Test Scenario 9: Micro-Credentials Functionality

Test Case ID	Description	Test Steps	Expected Result
TC-9.1	Earn micro-credential upon training completion	Complete a training service (Workshop)	Corresponding micro-credential appears in user's 'Microcredentials' section
TC-9.2	View details of a micro-credential	Click on a 'VIEW' option – under a badge in 'Microcredentials' section	Detailed info about issuer, skills, date, etc. is displayed
TC-9.3	Download micro-credential	Click 'Download' on a credential	File is downloaded successfully (e.g., PDF or image)
TC-9.4	Share micro-credential via email/social media	Click 'Share' > Select platform (e.g., LinkedIn)	Credential shared with appropriate formatting and link
TC-9.5	Validate micro-credential using built-in validator	Click on 'VERIFY' option – in the description of micro-credential or use validator tool - available in the footer of the service	Credential is confirmed as valid

26. **AT THE END** Did the micro-credential appear on your profile (in the 'Micro-credentials' section) after the completion of the workshop **AND** the completion of the related learning outcomes? (**IMPORTANT:** only the micro-credential on learning outcomes related to the use of VR tools in the learning process will appear on the site immediately after the validation of the learning outcomes - the other micro-credentials will be awarded on the basis of the validation report provided by the persons responsible for the implementation of the workshop - some time after the completion of the workshop. If the learning outcomes are not passed, micro-credentials will not be awarded)

☐  
☐

YES

NO

☐

Not verified

27. **AT THE END** Were you able to view detailed information on the micro-credentials earned?

☐

YES

☐

NO

☐

Not verified

28. **AT THE END** Were you able to download any of your micro-credentials from the site?

☐

YES

☐

NO

☐

Not verified

29. **AT THE END** Were you able to share your micro-credentials?

☐

YES

☐

NO

☐

Not verified

30. **AT THE END** Were you able to validate your micro-credentials?

☐

YES

☐

NO

☐

Not verified

IX. Share your comments on the processes described above (what problems occurred, what was problematic to you).

#### Test Scenario 10: Evaluation of Completed Training Services

Test Case ID	Description	Test Steps	Expected Result
TC-10.1	Evaluate training service after completion	Access completed training > Submit 5-point scale ratings	Rating is recorded successfully and visible in the service
TC-10.2	Evaluate training provider	Submit score for provider via evaluation form	Rating is recorded successfully and visible in the service



TC-10.3	Evaluate trainer	Submit trainer evaluation on same form	Rating is recorded successfully and visible in the service
TC-10.4	Prevent evaluation before training completion	Try to evaluate ongoing training	System prevents premature evaluation
TC-10.5	Prevent duplicate evaluation	Try to evaluate the same training for the second time	System prevents duplicate evaluation

31. **AT THE END** Were you able to evaluate the completed service without technical problems and is your evaluation visible in the system?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

32. **AT THE END** Were you able to evaluate the provider of the completed service without technical problems and is your evaluation visible in the system?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

33. **AT THE END** Were you able to evaluate the trainer responsible for the completed service without technical problems and is your evaluation visible in the system?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

34. **AT THE START** + **AT THE END** Was the service evaluation available before the last day of the service?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

35. **AT THE END** Were you able to leave more than one evaluation of the same service?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO



- X. Share your comments on the processes described above (what problems occurred, what was problematic to you).

**Test Scenario 11: Performance and Load Handling**

Test Case ID	Description	Test Steps	Expected Result
TC-11.1	Behavior under high load	Simulate many users logged in	System remains stable
TC-11.2	Acceptable page load time	Load complex dashboard	Page loads within threshold

36. **AT THE START** + **AT THE END** Have you experienced problems with the efficient functioning of the site (e.g., delay in loading content, system instability due to server load)?

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

- XI. Share your comments on the processes described above (what problems occurred, what was problematic to you).