

# Creating and Testing Your Ideas

## 9. Phase 4 – Testing/Prototyping

During this phase, you will create a prototype of your idea/s and then test it with your end users. It's about experimenting and putting your idea/s through practical tests to see if they work. It's also a time to determine whether the solution you've designed will address the challenge your team is aiming to solve.

### Developing your prototype

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With your team, consider what can be developed to prototype the idea/s. What is something tangible that can be tested to help identify if the solution/s are going to work?

For example: If you are developing a new induction process for volunteers, run a mock induction to test each step or develop a storyboard to explain the new process.

Your prototype doesn't need to be sophisticated. In fact, it's better if it's easy to use and engage with.

### Testing your prototype

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You are testing your idea by giving it a go and getting feedback. This process is about learning what works and what doesn't. Don't expect to get it right on the first go and be ready to adjust the solution and test again. When testing, consider:

- What questions will you need to ask to help your understanding of whether it's working
- Who do you need to engage with? Again, consider a diversity of users and who the prototype is designed for (the end user).
- How will you test the idea/s? What experimental methods can be used to test the prototype? Is it a physical model people can use, a process to trial or simply a mock version of a new document?

Testing is about learning and refining to get the right outcome. It's important to let the solution continue to evolve during this phase and it's also important to admit if the results you get mean the solution is not suitable. Be ready for the idea to fail and be willing to go back to previous phases or to prototype other ideas.

#### Example: Safeguarding Volunteering Project

**Prototype:** the co-design team developed a set of key focus areas for the strategy with several key actions/ideas to address each of these focus areas.

**Testing:** during testing, team members spoke to different groups and individual community members to understand which of the ideas resonated, were important and what they thought could make the biggest change. This was done using a variety of methods, including surveys, group discussions and individual conversations.