

EMLS KPI and Reporting Template

Customer-facing reporting template for partners, pilots and institutional reporting

EMLS

Evaluation and Reporting

Purpose

This template helps partners understand the kinds of measures that can be included in an EMLS pilot, implementation or grant report. It is a starting point and should be adjusted to match the partner, delivery model and consent arrangements.

1. Reporting snapshot

| Reporting item | Partner response |
|---------------------------|------------------|
| Partner organisation | |
| Delivery period | |
| Location or delivery mode | |
| Modules delivered | |
| Learner group or cohort | |
| Facilitator/s | |
| Reporting contact | |

2. Participation indicators

| KPI | Suggested measure | Reporting note |
|--------------------------------|---|---|
| Number of participants reached | Count of learners who started, attended or accessed the program. | Clarify whether this is registration, attendance or completion. |
| Completion rate | Number and percentage of learners who completed agreed checkpoints. | Completion should be defined before delivery. |

| | | |
|--------------------|--|---|
| Participation mode | Individual, group, supported, online, in-person or blended participation. | Useful for accessibility and delivery planning. |
| Access support use | Number of learners using supports such as Easy Read, captions, plain language or support person involvement. | Report in aggregate where possible. |

3. Learner confidence indicators

| KPI | Suggested measure | Reporting note |
|--------------------------|---|--|
| Communication confidence | Change in self-rated confidence explaining needs or ideas. | Use baseline and follow-up check-ins. |
| Digital confidence | Change in self-rated confidence using online services, forms, devices or digital tools. | Report as self-reported confidence. |
| Tool use confidence | Change in confidence using prompts, templates, strategies or supports. | Avoid claiming skill mastery unless separately assessed. |
| Online safety confidence | Change in self-rated confidence making safe decisions online. | Useful where digital safety modules are included. |

4. Delivery quality indicators

| KPI | Suggested measure | Reporting note |
|-----------------------|---|--|
| Facilitator readiness | Facilitator confidence before and after delivery. | Can be collected through a short facilitator reflection. |
| Resource usefulness | Partner and facilitator rating of worksheets, guides, cards or digital resources. | Include qualitative comments where appropriate. |
| Accessibility fit | Whether access supports were available and used. | Identify gaps and improvement actions. |
| Support requests | Type and frequency of support requests. | Use to improve training and resourcing. |

5. Partner and community indicators

| KPI | Suggested measure | Reporting note |
|--------------------------|--|---|
| Partner satisfaction | Overall rating and comments from partner organisation. | Use partner satisfaction survey. |
| Implementation readiness | Partner readiness for continuation, scale or adaptation. | Use readiness checklist or review meeting. |
| Community benefit | Partner description of community need and perceived benefit. | Do not overstate without evidence. |
| Future demand | Expressions of interest, waitlist or requested next steps. | Report as demand signals, not guaranteed revenue. |

6. Reporting summary template

| Section | Summary |
|------------------------|---------|
| What was delivered | |
| Who participated | |
| What changed | |
| What worked well | |
| Access supports used | |
| What needs improvement | |
| Recommended next steps | |

Safe reporting language

Use careful wording such as “participants reported”, “partners observed”, “the pilot indicated”, or “early evidence suggests”. Avoid wording that implies guaranteed outcomes, clinical impact, formal accreditation or employment results unless separately evidenced.

7. Contact

For reporting questions, contact EduLinked at founder@edulinked.com.au.