

Milestone Reports Usability Testing

ID

PCS-02444

Closing Date

04.07.2025

Description

About the project

The Export Market Development Grants (EMDG) Program provides grants to Australian small and medium enterprises and their representative bodies to market and promote their goods and services globally and undertake export training. EMDG is administered by Austrade and has been running for almost 50 years and has assisted over 51,000 businesses.

Eligible businesses enter into a grant agreement with Austrade and are required to submit an annual milestone report. This report outlines achievements against their export plan and provides evidence of eligible expenditure for payment.

The end-to-end grants lifecycle is managed via an online portal and in Austrade's CRM – from application, grant agreement, milestone report and payment.

This request focusses on development of the EMDG milestone report for Round 4 grantees.

Responsibilities

A tester is required to provide the following services:

1. Design and conduct useability testing sessions in consultation with Austrade
2. Undertake individual interviews with 10-12 stakeholders
3. Provide a detailed useability report containing
 - a. Methodology and approach of sessions
 - b. Findings from sessions
 - c. Recommendations of changes

You will conduct the sessions on the EMDG Portal test environment to identify alignment / misalignment between users' mental models and the system, understanding and comprehension of information and their ability to complete tasks easily.

The approach will:

- Test the usability of the portal through user testing that will provide key recommendations
- Understand stakeholder (new exporter, existing exporter, grant agent, and representative body) needs to use the portal effectively, and drive a smoother uptake
- Support the tailored communications as stakeholders transition through the changes in the portal.
- You will work with the Austrade team to design usability testing sessions, ensuring we are eliciting the right information to answer key questions, and conduct usability sessions with a research lead, observer and the option for

Hiring organization

Australian Trade and Investment Commission

Employment Type

Contractor

Beginning of employment

14 July 2025

Duration of employment

1 x 3 weeks with 2-week extension option

Job Location

NSW

Base Salary

\$ 640

a second observer from the Austrade team. Austrade will conduct recruitment of stakeholders to participate, though some assistance with coordination can be provided.

Experience

You are required to provide the following services:

- Design and conduct useability testing sessions in consultation with Austrade
- Undertake individual interviews with 10-12 stakeholders
- Provide a detailed useability report containing
- Methodology and approach of sessions * Findings from sessions
- Recommendations of changes The service provider will conduct the sessions on the EMDG Portal test environment to identify alignment/misalignment between users' mental models and the system, understanding and comprehension of information and their ability to complete tasks easily.

The approach will:

1. Test the usability of the portal through user testing that will provide key recommendations
2. Understand stakeholder (new exporter, existing exporter, grant agent, and representative body) needs to use the portal effectively, and drive a smoother uptake
3. Support the tailored communications as stakeholders transition through the changes in the portal. The service provider will work with the Austrade team to design and implement usability testing sessions.

Contacts

For your response, you must include:

- proposal summary
- response to evaluation criteria provided by the buyer
- milestones and their cost breakdown