

BENCHMARKING PROCEDURE

Governing Policy

[Benchmarking Policy](#)

Purpose

This procedure outlines planning, implementation and communication of outcomes from AIB's benchmarking activities.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Procedure

1. Planning

- 1.1. AIB's Benchmarking Schedule, which is reviewed, endorsed and monitored by the Quality, Risk and Compliance Committee on behalf of the Board of Directors, specifies regular benchmarking activities, processes and, where relevant, the external partners involved.
- 1.2. A register of AIB Benchmarking will be maintained by the Quality & Accreditation Manager; the register will be presented to the Quality, Risk and Compliance Committee on an annual basis. Where activities become regular over time, they will be added to the AIB Benchmarking Schedule.
- 1.3. Any required additional resourcing and costs for external and internal benchmarking activities will be approved by the AIB CEO.
- 1.4. Benchmarking partners will be approved by the AIB CEO for corporate benchmarking activities or the Academic Dean for academic activities. Approval will include specified objectives, scope and method, timelines, resourcing and deliverables for internal benchmarking and monitoring of the negotiation of these aspects in external benchmarking projects. Memorandums of understanding with external partners will be approved and signed by the CEO.
- 1.5. See [Appendix 1](#) for typical areas to be benchmarked.

2. Communicating and Implementing Outcomes

- 2.1. Each benchmarking project should normally:

- (a) be recorded and stored on AIB's SharePoint repository.
- (b) identify good practice both at AIB and other institutions, and areas for AIB improvement.
- (c) specify recommendations to address identified areas for improvement.
- (d) demonstrate clear understanding of the findings of the benchmarking process and the ways to implement the desired improvements.

2.2. The outcomes of benchmarking activities will be:

- (a) reported to and monitored by the Quality, Risk and Compliance Committee, Teaching and Learning Committee and/or Research and Higher Degrees Committee, Academic Board and/or Board of Directors.
- (b) shared with relevant functional areas and used to identify good practices, areas for improvement and recommendations for action.
- (c) where possible, developed into research publications to be published by AIB staff.

3. Evaluating Outcomes

3.1. The Quality section shall conduct a review 9 to 12 months after the benchmarking exercise to evaluate the effectiveness of any continuous improvements reported following benchmarking activities and report findings to the Quality, Risk and Compliance Committee via a Standing Report and then onto the respective academic and/or corporate governing bodies as appropriate.

Related Forms and Documents:

AIB Course and Subject Benchmarks (Internal)

Responsibility:

Academic Dean

Current Status:	Version 3
Approved By:	Academic Board
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Previous Versions:	14 September 2022 17 May 2022 11 December 2019 <i>25 October 2017 Benchmarking Policy V2</i>
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Appendix 1 – Typical areas to be benchmarked

Typical areas to be benchmarked may include (but are not limited to):

1. Student experience

- (a) Student feedback and satisfaction.
- (b) Graduate outcomes, i.e. graduate qualities, graduate course satisfaction, graduate employment and further study.
- (c) Wellbeing and safety provisions and support services.
- (d) Research candidate satisfaction and experience.
- (e) Academic and research integrity requirements and processes.

2. Teaching and Learning

- (a) Student performance such as grade distribution, progression rates, retention rates, attrition rates and completion rates.
- (b) Academic appointments including staff qualifications, professional development and promotion processes.
- (c) Course and subject design, including entry criteria, learning outcomes and methods of assessment.
- (d) Course delivery, including technology enhanced learning.
- (e) Teaching performance.
- (f) External Moderation (e.g. external double marking of samples of assessment items).

3. Research

- (a) Research output by staff.
- (b) Research degree completions.
- (c) Quality metrics and output quantity (may include external research income and supervision training).

4. Higher Education operations

- (a) Governance including policy and procedure frameworks, structures, memberships and reporting processes.
- (b) Risk management.
- (c) Resources and infrastructure.
- (d) AIB's representation of itself including marketing and student recruitment.