

BENCHMARKING POLICY

Purpose

The Australian Institute of Business (AIB) is committed to identifying and implementing good practice, collaborative sharing of expertise and avenues for evidence-based continuous improvement. Benchmarking is therefore a key component of AIB's pursuit of innovative change and of AIB's quality assurance framework. This policy outlines AIB's approach to systematic benchmarking and external referencing.

Scope

Benchmarking at AIB involves various forms of external referencing during Course and Subject development and review cycles, collaborative comparisons with other providers, desktop comparisons, engagement with industry and peak bodies, and external moderation. Activities may be internal, involve external stakeholders, or with publicly available information and market intelligence. This policy applies to all AIB's academic and non-academic operations, as appropriate.

Please see AIB's Course Reviews Policy and Procedure and Subject Review Policy and Procedure for specific information on external referencing during those processes.

Definitions

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

Policy

1. Principles

- 1.1. Benchmarking is cyclically addressed over appropriate time periods as determined by the AIB Senior Management Group, the Board of Directors, Academic Board, or their respective sub-committees.
- 1.2. Regular AIB benchmarking activities are listed on the AIB Benchmarking Schedule which is reviewed to ensure alignment with AIB's strategic objectives.
- 1.3. AIB engages in other ad hoc activities when opportunities are presented and/or as directed by AIB's management, corporate and academic governing bodies. Such activities are collated on a register and presented annually to the Quality, Risk and Compliance Committee, a subcommittee of the Board of Directors.

- 1.4. Academic Board approves internal Institutional Benchmarks, which are reviewed on a 3-yearly basis, for the purposes of monitoring AIB subject, course, student and staff performance. External data may be used during reviews to ensure performance aligns with sector outcomes.
- 1.5. Academic Board and Board of Directors, through their respective sub-committees, will ensure outcomes of benchmarking are systematically incorporated into AIB's continuous improvement processes, as appropriate.
- 1.6. AIB benchmarking activities are embedded in and also conducted as part of scheduled reviews of various aspects of the delivery and support for AIB course design and delivery, and teaching and learning and research operations.
- 1.7. AIB will ensure adequate resourcing including administrative and management support for benchmarking activities.
- 1.8. Benchmarking activities will seek the most recent and relevant data and information available and best practice. Comparators can be internal or external and national or international.

2. Types of Benchmarking

- 2.1. AIB will use different forms of Benchmarking, which will be either identified in the Benchmarking Schedule for regular activities, or advised by the AIB CEO for corporate benchmarking activities, or the Academic Dean for academic benchmarking activities. The types include:
 - (a) Organisational benchmarking in which comparisons are made at the institutional level, such as course & specialisation offerings, enrolments, fees and charges, entry criteria and grade distributions.
 - (b) Outcomes benchmarking, e.g. organisational, graduate and student outcomes such as graduate employment and salaries, student and graduate satisfaction, attrition and completions.
 - (c) Process benchmarking which entails the benchmarking of particular processes and practices, including policy and procedures and recognition of prior learning processes.
 - (d) Course and subject benchmarking which may include comparison of course design, learning outcomes, content, student performance and alignment with relevant sector standards and contemporary practice.
 - (e) Best practice benchmarking with leading practitioners or comparators in relevant areas of operations, including institution policies and procedures.

3. Benchmarking partners

- 3.1. Benchmarking partners shall preferably be comparable higher education providers and programs, and may also include professional bodies relevant to degrees offered by AIB.
- 3.2. Benchmarking partners shall be selected on the basis of their commitment to quality improvement and willingness to share recent information on a mutually confidential basis and their record of good performance in the area(s) to be benchmarked.

- 3.3. The arrangements with benchmarking partners should normally be reflected in formal agreements which set out the purpose, the area(s) of benchmarking, the benchmarking processes employed, the possible outcomes, confidentiality issues and the permitted use of benchmarking information by the parties.
- 3.4. Where practical, AIB will benchmark with other BPP entities.

Related Policies and Procedures:

Academic Appointments and Promotions [Policy](#)
 Academic Quality Assurance [Framework](#)
 Assessment [Policy](#) and [Procedure](#)
 Benchmarking [Procedure](#)
 Corporate Quality Assurance Framework (Internal)
 Course and Subject Development and Approval [Policy](#) and [Procedure](#)
 Course Review [Policy](#) and [Procedure](#)
 Evaluation of Subject and Teaching [Policy](#) and [Procedure](#)
 Higher Degrees by Research [Policy](#) and [Procedure](#)
 Privacy [Policy and Procedure](#)
 Professional Development of Academic Staff [Policy](#)
 Research and Scholarship [Policy](#) and [Procedure](#)
 Reviews [Policy](#) and [Procedure](#)
 Subject Review [Policy](#) and [Procedure](#)

Legislative Reference(s):

Higher Education Standards Framework (Threshold Standards) 2021
Higher Education Support Act 2003

Responsibility:

Chief Executive Officer

Current Status:	Version 6
Approved By:	Academic Board
Date of Approval:	10 December 2025
Effective From:	10 December 2025
Previous Versions:	14 September 2022 29 July 2021 5 March 2020 11 December 2019 25 October 2017 26 April 2017 29 May 2015
Date of Next Review:	10 December 2028