BENCHMARKING POLICY

PURPOSE

This document sets out CG Spectrum Institute's (CGSI) policy for benchmarking of its standard operating practices and processes, organisational policies, course content and academic performance. This includes the processes to guide the implementation of benchmarking at CGSI.

SCOPE

This policy applies to all CGSI accredited higher education courses.

DEFINITIONS

Benchmarking involves the systematic and regular comparison of CGSI's higher education courses, and quality assurance practices and processes, with that of other relevant higher education providers, to inform continuous quality improvement.

Benchmarking activities encompass all aspects of organisational performance at the institutional, faculty, course and subject level; comparison of standard operating processes and practices; comparison of data on student performance and outcomes data; student evaluation and feedback data; and/or best practice benchmarking.

Benchmarking will include admission criteria and processes, course design, curriculum content, livery, student performance, learning outcomes of courses and subjects, assessment, staffing profile, selection and performance, course information for prospective students, the student experience, and graduate outcomes.

RESPONSIBILITIES

The Academic Board has been delegated responsibility by the Board of Directors for the academic governance and leadership of CGSI. The Academic Board has oversight for the quality of CGSI's higher education courses, and responsibility for ensuring that CGSI meets comparable quality standards in course design, teaching and learning, policies, and staff selection. The Academic Board is responsible for the implementation of this policy.

The Academic Board delegates responsibility for benchmarking to the **Teaching and Learning Committee**.

The **CEO** is responsible for the implementation of this policy.

POLICY

1. CGSI is committed to maintaining independent and effective oversight of its higher education courses.

2. Benchmarking is a key aspect of CGSI's commitment to quality assurance and supporting positive student outcomes and experiences.

3. CGSI will develop strategic collaboration with other higher education institutions for the purposes of benchmarking '*its performance on teaching, student learning outcomes, and graduate outcomes (which includes both graduate employment and further study)*'.[1]

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[1] http://www.teqsa.gov.au/teqsa-contextual-overview-hes-framework

4. Benchmarking activities will be undertaken with the explicit goal of improving CGSI's organisational processes, policies, courses, and academic delivery, and to enhance the student experience and outcomes.

5. Collaboration and partnership with benchmarking partners will be formalised through agreements that are clear, transparent, and mutually beneficial.

6. CGSI will engage in, and undertake, a range of benchmarking exercises.

7. The nature of benchmarking will be defined by the Academic Board. A Benchmarking Review will be conducted every three years.

8. Benchmarking Reviews may consider the following matters:

   - student need and demand for course offerings based on student enrolment statistics, market research and analysis
   - critical review and assessment of the range and diversity of subjects within a course
   - review of assessment tasks, student work samples, assessment criteria, marking and grading
   - the adequacy and appropriateness of course-related information provided to students
   - ongoing evaluation of the modes of study and the course delivery method
   - referencing of student performance outcomes (attrition/retention, grade distribution, progress and completion) against outcomes of other higher education providers
   - standard operating processes and practices
   - organisational policies, including admission requirements and processes, and staff selection criteria
   - comprehensive data analysis (based on subject and course feedback/evaluation data) that indicate significant trends; and
   - graduate satisfaction, graduate destinations, and articulation into further study.

RELATED
Benchmarking Procedure
Governance Accountability and Delegations Policy
Quality Assurance Framework
Course Design Development and Approval Policy
Course Design Development and Approval Procedure
Course Evaluation and Review Policy
Course Evaluation and Review Procedure

Version Control

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V2.1	Minor edits and logo	