

Benchmarking Report Policy

POLICY # EAI/2024/241050

Adopted by the Senate on December 2, 2024



Euro American Institute

**AGORA BUSINESS CENTRE LEVEL 2
TRIQ IL- WIED TA' L-IMSIDA
MSIDA, MSD 9020, Malta
qa@euroamerican.edu.mt**

1. Purpose & Scope

The purpose of this policy is to guide the creation and use of benchmarking reports as a formal method of comparing EAI's academic, administrative, and student service performance with peer institutions. Benchmarking enhances internal quality assurance by identifying performance gaps, sector trends, and opportunities for improvement.

This policy applies to:

- Academic programme reviews
 - RPL process benchmarking
 - Institutional self-evaluations
 - Strategic planning and external audits
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2. Definition of Benchmarking

Benchmarking is defined as a structured, evidence-based comparison of key institutional processes or outcomes against:

- Similar institutions (online or blended)
 - National and international quality standards (e.g., MQF, MFHEA, EHEA)
 - Historical performance data from within EAI
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3. Objectives of Benchmarking

- Promote a **culture of continuous improvement**
- Measure **programme effectiveness, student achievement, and graduate employability**
- Evaluate the **fairness and integrity of RPL processes** compared to peer best practices

- Align EAI's internal quality performance with recognised global standards
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4. When to Use the Benchmarking Report Template

The benchmarking template should be used:

- During **annual programme reviews**
 - As part of **IQAC annual reporting**
 - For new programme validation or re-accreditation
 - To assess the robustness of **RPL assessment and credit recognition processes**
 - When preparing **external quality assurance submissions**
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5. Structure of the Benchmarking Report Template

All benchmarking reports must follow this standard structure:

A. Executive Summary

- Purpose of benchmarking
- Summary of findings and recommendations

B. Area Benchmarked

- Academic programme
- Student services (e.g., academic advising, virtual support)
- Assessment methods (including RPL)
- Learning outcomes and graduate performance
- Staff development or administrative processes

C. Peer Institutions or Standards Used

- Selection criteria (e.g., online model, size, accreditation body)
- Data sources (institutional reports, published statistics, regulatory audits)

D. Indicators Compared

At least **3–5 key performance indicators (KPIs)** must be benchmarked, such as:

- Graduation/completion rates
- Student satisfaction levels
- Time-to-degree or time-to-RPL-credit
- Digital engagement metrics
- Employability or progression outcomes

E. Findings

- Comparative tables/graphs
- Performance rankings (if applicable)
- Explanatory notes and contextual differences

F. Action Plan & Recommendations

- Short-term and long-term action points
- Responsible departments/persons
- Timeline for implementation

G. Supporting Evidence

- Data references
 - Charts, tables, comparative dashboards
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6. Benchmarking in the Context of RPL

To maintain **consistency and credibility** of EAI's Recognition of Prior Learning processes:

- RPL practices are benchmarked against **at least two peer institutions** annually
 - Benchmarks include:
 - Duration of RPL processing
 - Transparency of credit allocation
 - Staff training for RPL assessment
 - Any improvement actions identified are fed into **RPL policy review cycles**
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7. Roles & Responsibilities

- **IQAC:** Oversees the creation, approval, and storage of benchmarking reports
 - **Programme Leaders:** Initiate and complete academic benchmarking exercises
 - **RPL Coordinators:** Participate in benchmarking of prior learning evaluations
 - **Quality Office:** Maintains repository of templates and reports for audits
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8. Review & Documentation

The Benchmarking Report Template will be reviewed biannually by the Academic Committee in collaboration with the Quality Assurance Cell (QAC) and updated in line with regulatory or sector-wide changes.

- Completed reports must be archived securely and submitted as part of **internal quality audits** or **MFHEA inspections**.
- Feedback will be sought through surveys, support logs, and stakeholder consultations.
- EAI is committed to **transparent enhancements**, especially in response to emerging global trends and concerns.