



External Moderation and Benchmarking Procedure

Policy supported	External Moderation and Benchmarking Policy
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Related Documents	Academic Quality and Governance Framework Academic Continuous Improvement Policy Academic Continuous Improvement Procedure Quality Assurance Framework Course Design Policy Course Design Procedure Student Assessment Policy Student Assessment Procedure Staff Code of Conduct

1. Purpose

The purpose of this Procedure is to outline the protocols associated with the **External Moderation and Benchmarking Policy**, the intent of which is to establish the requirements for external moderation and benchmarking as a core element of the Course and Unit review cycles at the Australian Institute of Higher Education Pty Ltd ('the Institute') and to ensure higher education operations at the Institute meet national standards and are comparable to other higher education institutions.

2. Scope

This Procedure applies to all staff members and external contributors involved in external moderation or benchmarking activities and to the external moderation and benchmarking activities.

3. Definitions

See the **AIH Glossary of Terms** for definitions.

4. Actions and Responsibilities

4.1 Roles and Responsibilities

4.1.1 Academic Staff

Academic staff will be responsible for:

- Participating in external moderation and benchmarking activities as required;
- Prepare external moderation and benchmarking reports as required; and

- Providing qualitative and quantitative data for external moderation and benchmarking activities as required.

4.1.2 Course Coordinators/Program Directors

Course Coordinators and Program Directors will be responsible for:

- Lead and manage external moderation and benchmarking activities as required;
- Preparing external moderation or benchmarking proposals as required;
- Reporting to the Executive Dean on the progress of moderation and benchmarking activities;
- Cultivate an appreciation amongst staff and students of moderation and benchmarking activities; and
- Prepare external moderation and benchmarking reports as required.

4.1.3 Executive Dean

The Executive Dean is responsible for:

- Ensuring moderation and benchmarking activities are adequately resourced;
- Assigning a coordinator of external moderation or benchmarking activities;
- Approving external moderation and benchmarking proposals;
- Reporting progress and outcomes of moderation and benchmarking activities to the Teaching and Learning Committee, Academic Board and other Committees as required; and
- Work with staff to monitor the implementation of moderation and benchmarking report recommendations.

4.2 Informal Benchmarking

During the development of policies, procedures or documents (such as the Offer Letter of Student Handbook) informal benchmarking should occur where possible. The informal benchmarking process will include reviewing the policies, procedures or documents from other comparable providers against the Institutions. A record should be maintained of the other providers informal benchmarking was conducted against.

4.3 Formal Benchmarking and External Moderation Process

Step 1: Benchmarking or External Moderation Proposal

Before any formal benchmarking or external moderation can commence, the scope and objectives of the proposed activities should be considered and a proposal prepared. The proposal should also consider:

- The nature of the benchmarking or external moderation activity;
- Whether there are specific areas of performance or compliance to be examined or themes;
- Timings of the project;
- Resources required to conduct the activities; and
- If a partnership is required with a comparable provider.

Step 2: Engage project participants

Once a proposal has been agreed upon and approved, project participants can be assigned and informed of the requirements.

If external partners are required, they can be sourced and approved by the Executive Dean.

Step 3: Develop tools and templates

In conjunction with the project participants, tools and templates should be developed to gather comparable datasets for analysis.

The Institute may wish to use the partner provider's tools and templates.

Step 4: Perform Benchmarking or External Moderation

Benchmarking

The benchmarking partner and/or participants will be provided with the required resources to perform the activity. The required tools and templates will then be populated for analysis.

External Moderation

The external moderator will receive a random de-identified sample of student assessment tasks representing all delivery locations. The assessment tasks selected must include at least one sample per grade. The external moderator will make a judgement regarding the quality of the academic grading of student work within the selected unit and that the marking of assessment is consistent, valid and reliable.

The external unit moderator will compile a post-assessment moderation report in the prescribed template setting out their findings and recommendations.

Step 5: Final Report

Once the benchmarking or external moderation activities have concluded, an analysis of the findings and the external partners report can be conducted with all participants in the project. A final report should be prepared for presentation at the required Governance Committee meetings.

The final report should include:

- A list of what is working well;
- A list of areas requiring improvement; and
- The actions that will be taken as a result of the findings.

Step 6: Implement Improvements

Based on the recommendations in the benchmarking or external moderation report, and taking into consideration feedback from the Governance Committee's, improvements can then be implemented. Progress is to be reported back to the Governance Committee's.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Executive Dean as at April 2017 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017-1	Registrar	New Procedure.	19 April 2017	20 April 2017