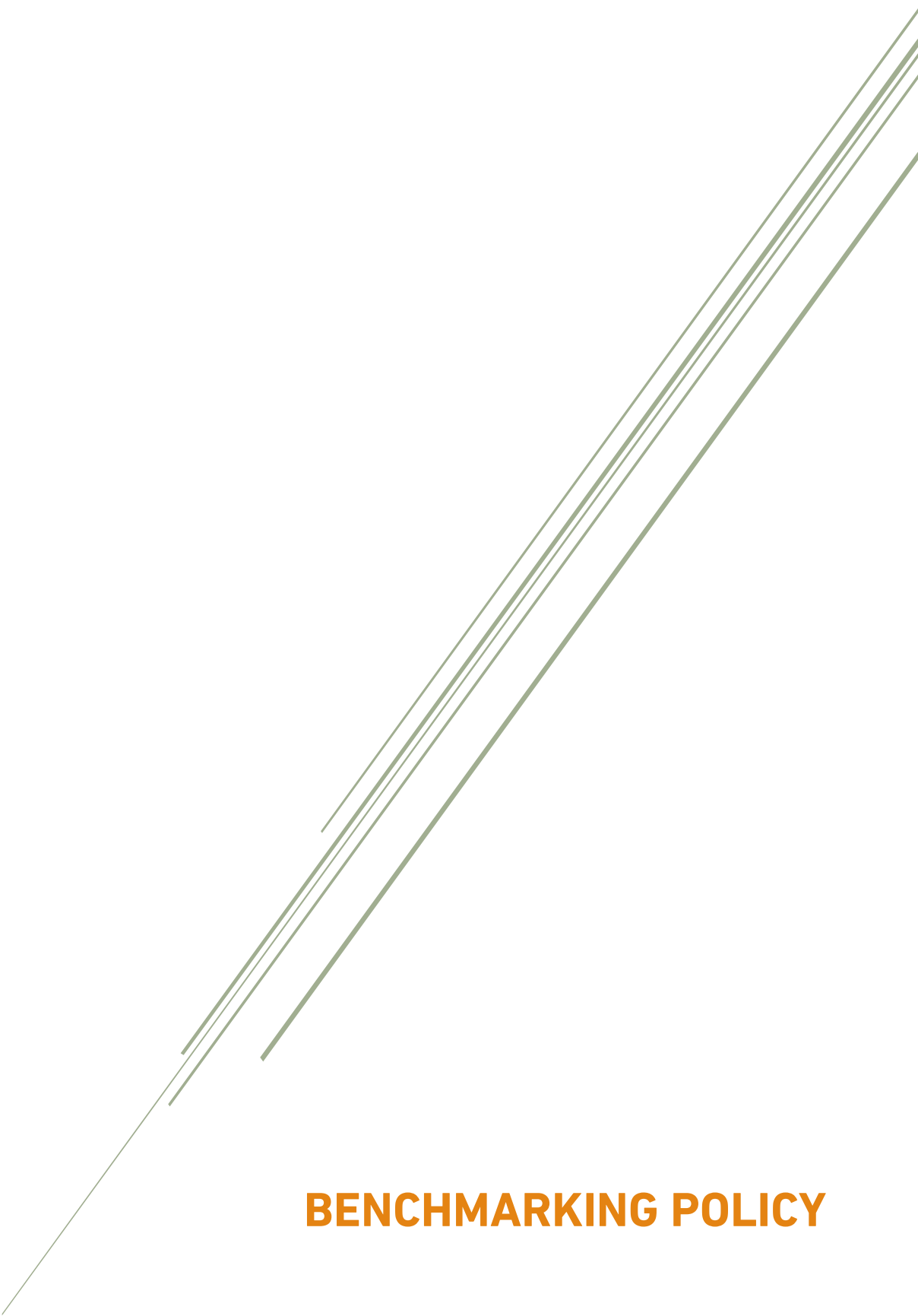




BENCHMARKING POLICY

POLICY DETAILS			
Policy Title	Benchmarking Policy		
Policy Number	GP-26-11		
Policy Area (Choose one)	☒ Governance	☐ Academic	☐ Administrative
	☐ Research		☐ Student Affairs
Policy Owner	H. E. Vice Chancellor		
Policy Status	☒ New Policy	☐ Major Amendment	☐ Minor Amendment
Approval Authority	University Council		
Approval Status	☒ Approved	☐ Under Review	
Approval Date	10 th May 2026		
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VERSION CONTROL

Version No.	v1.0 (Final)
Date of Next Review	10 May 2029
Unit of Origin	Quality Department
Reviewer/s	Academic Council

Feedback And Amendments

Version No.	Date	Summary of Revisions or Feedback
v0.1 (Draft)	08-04-2024 to 18-04-2024	Ambiguity was removed through professional design of flow chart to illustrate clear flow and links. On Page 13, it should be other branches of UTAS, Oman not Nizwa – Duly incorporated.
	08-04-2024 to 18-04-2024	Benchmarking with other universities The flowchart was redesigned to make it clearer.
v0.2 (Draft)	25-09-2024 to 08-02-2025	Second draft includes relevant feedback received from stakeholders and incorporated Modified the format as per the PMS
v0.3 (Draft)	08-02-2025 to 18-05-2025	Third draft includes the feedback received from Quality Department of UTAS, Oman Plagiarism report and proof-reading sections were updated as per the suggestions received
v0.4 (Draft)	18.03.2026	Separating policy from procedure Re-wording the Purpose and Policy statement

Plagiarism Verification

Version No.	Date	% Of Similarity	Remarks
v0.1 (Draft)	04-04-2024	8%	-
v0.2 (Draft)	16-03-2025	6%	-
v0.3 (Draft)	25-06-2025	10%	-
v0.4 (Draft)	26-03-2026	6%	-

Proofreading

Version No.	Date	Proofread By:	Remarks
v0.1 (Draft)	02-04-2024	Dr. Iman Jabbar Abbas	Proofread and edited some parts in the latest draft of the BM. In addition to revising the grammar and UPPER-CASE issues
v0.2 (Draft)	13-03-2025	Dr. Iman Jabbar Abbas	Recommended sending it to a language professor for further proofreading
v0.3 (Draft)	04-03-2025	Dr. Muna Al Jabri	Reviewed the Arabic version
v0.4 (Draft)	29-03-2026	Ms. Zuwaina Al Busaidi	No remarks

SIGNATURE AND STAMP



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BENCHMARKING POLICY

1. PURPOSE

The primary objective of UTAS benchmarking policy is to provide continuous improvement in both academic and non-academic areas through benchmarking activities. This policy aims to compare and measure the University's performance in agreement with the standards of reputable national and international institutions in the higher education sector. By adopting standardized benchmarking methods and procedures, UTAS aims to:

- support its goals and strategic plans,
- re-examine the existing policies to identify the strengths and weaknesses
- address gaps that other reputable universities have already filled
- promote innovation and the adoption of the best practices across various domains by adopting the best performance indicators
- achieve excellence in academic pursuits, research endeavors, student services, and overall university management after determining the areas that need further improvement to assure standards
- drive data-driven decision-making and resource allocation strategies.

2. SCOPE

This policy applies to all benchmarking activities undertaken at UTAS, encompassing both internal and external comparisons across the following domains:

- **Governance and Management processes:** Operational efficiency, resource allocation, decision-making effectiveness and other related governance and management processes.
- **Academic programs:** Curriculum development, teaching methodologies, student learning outcomes, faculty expertise and other related academic activities.

- **Research and consultancy activities:** Research output, funding acquisition, researcher productivity, impact on relevant fields, and consultancy services to other institutions/organizations and other related research and consultancy activities.
- **Student services:** Support programs, student satisfaction, graduation rates, career placement and other related student services.
- **Resource management:** Sustainability practices, financial stewardship, IT infrastructure, facilities utilization and management of other resources.

*Any form of informal benchmarking by any stakeholder/s of the University shall be excluded from the purview of the Benchmarking Policy.

3. POLICY STATEMENT

UTAS is committed to maintaining and enhancing its position as a premier institution of higher education through both local and global benchmarking.

UTAS recognizes benchmarking as a strategic and systematic process for identifying institutional strengths, addressing areas for improvement, and adopting best practices to enhance overall effectiveness, quality, and excellence across all functions of the University.

The university shall compare its operations against national, regional, and international universities through benchmarking to compare its performance with the best practices worldwide.

The university classifies benchmarking activities into two main categories: Internal Benchmarking and External Benchmarking.

Internal benchmarking: this describes benchmarking activities that can be between:

- two branches within the university (Inter Branch Benchmarking)

External benchmarking: this describes benchmarking activities that can be between:

- a branch and another HEI institution or organization

- the university and another HEI institution or organization

While performing benchmarking activities, data collected throughout the process shall be kept protected and secure.

4. AUDIENCE, RESPONSIBILITIES AND DELEGATION

This policy applies to all stakeholders within the University community, including governing bodies, faculty members, students, and administrative staff. Each group plays a role in contributing to and benefiting from the insights gathered through benchmarking initiatives.

Table 1: Roles and Responsibilities of the Stakeholders

ROLES	RESPONSIBILITIES
Vice-Chancellor of UTAS	Provides overall leadership and direction for benchmarking initiatives; executes the benchmarking activities of academic and non-academic areas by delegating authority to the Deputy Vice Chancellors and Assistant Vice Chancellor of the branch/es.
Deputy Vice Chancellor for Academic Affairs	Provides direction for benchmarking academic activities such as advising, teaching, and learning.
Deans of the Specialized Colleges	Benchmark the academic programs of one college in a branch with the same college in another branch or with another college/university.
Deputy Vice Chancellor for Postgraduate Studies, Scientific Research, and Innovation	Provides direction for benchmarking postgraduate studies, scientific research, and innovation.
Deputy Vice Chancellor for Electronic Systems and Student Services	Provides direction for benchmarking activities of academic support centers and electronic services.
Deputy Vice-Chancellor for Administrative and Financial Affairs	Provides direction for benchmarking administrative and financial activities.

ROLES	RESPONSIBILITIES
Assistant Vice Chancellor of UTAS Branch	Provides overall leadership and direction for benchmarking initiatives, allocates resources, and monitors progress for internal and external benchmarking.
Deputy of the Assistant Vice Chancellor for Academic Affairs	Provides direction for benchmarking academic activities of the branch such as advising, teaching, and learning for internal and external benchmarking.
Deputy of the Assistant Vice Chancellor for Postgraduate Studies, Scientific Research, and Innovation	Provides direction for benchmarking postgraduate studies, scientific research, and innovation for internal and external benchmarking.
Deputy of the Assistant Vice Chancellor for Electronic Systems and Student Services	Provides directions for benchmarking activities of academic support centers for internal and external benchmarking.
Director of Administrative and Financial Affairs Department	Provides directions for benchmarking administrative and financial activities for internal and external benchmarking.
Heads of Departments and Sections	Provides direction for benchmarking activities within their Departments and sections
Staff and Students	Be diligently involved in undertaking benchmarking activities wherever necessary
Quality Assurance	Oversee benchmarking activities

5. POLICY

The Benchmarking Policy establishes general principles for conducting formal benchmarking activities at UTAS across its academic, research, student services, administrative, and resource management domains. Procedures associated with this policy shall outline UTAS's approach to benchmarking, ensuring transparency, ethical conduct, and alignment with the university's core values and goals.

- **Transparency:** All benchmarking activities are conducted openly, with clear communication of objectives, methodologies, and outcomes to all stakeholders involved, whether benchmarking with other higher education institutions (HEIs) or among UTAS branches.
- **Ethical Conduct:** UTAS ensures that benchmarking practices adhere to high ethical standards, respecting the confidentiality and intellectual property of partner institutions and maintaining integrity throughout the process.
- **Alignment with Core Values and Goals:** Benchmarking activities are designed to support UTAS's mission, vision, and strategic objectives, fostering continuous improvement and innovation across all domains.
- **Collaboration:** Benchmarking is approached as a collaborative effort, involving relevant departments, staff, and students, and encouraging the sharing of best practices and experiences between UTAS branches and external HEIs.
- **Data Confidentiality and Security:** UTAS upholds strict policies and procedures to protect sensitive data collected during benchmarking, ensuring its confidentiality and proper use.
- **Continuous Improvement:** Benchmarking outcomes are systematically analyzed and used to inform decision-making, drive improvements, and enhance institutional quality and performance.
- **Inclusiveness:** All relevant stakeholders, including academic, administrative, and support staff, as well as students, are encouraged to participate in benchmarking activities to ensure diverse perspectives and comprehensive evaluation.

5.1 Definitions

The following definitions are provided for clarity:

- **Benchmarking:** The process of comparing UTAS's activities, operations, and performance outcomes between UTAS branches and with those of national and international institutions to identify strengths and weaknesses.

5.2 Other Pertinent Elements

All benchmarking activities at UTAS are governed by this policy, and any related procedures or guidelines must align with its provisions.

6. REFERENCES

SN	Institution Name	Referenced Points
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9.	Kaplan Business School, Australia	Benchmarking Policy (2023). Kaplan Business School, Australia, 1 – 2.

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17.	MIS Quarterly	Willison, R., & Warkentin, M. (2013). Beyond Deterrence: An Expanded View of Employee Computer Abuse. MIS Quarterly, 37(1), 1–20.
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