Guidelines for working together

1.0 Principle of Exchange
1.1 Be willing to provide to your benchmarking partner the same type and level of information that you request from them.
1.2 Communicate fully and honestly from the start of the benchmarking relationship to clarify expectations, avoid misunderstanding, and establish mutual interest in the benchmarking exchange.

2.0 Principle of Confidentiality
2.1 Treat benchmarking interchange as confidential to the individuals and universities involved. Information must not be communicated outside the partnering organisations without the prior consent of the benchmarking partner who shared the information.
2.2 Do not extend benchmarking study findings to other universities without first ensuring that the data is appropriately blinded and anonymous so that the participants’ identities are protected.

3.0 Principle of Use
3.1 Use information obtained through benchmarking only for the purposes stated to the benchmarking partner.
3.2 The use or communication of a benchmarking partner’s name associated with the data obtained or practices observed requires the prior permission of that partner.

4.0 Principle of Contact
4.1 Respect the culture of partner universities and work within mutually agreed procedures.
4.2 Use benchmarking contacts, designated by the partner institution if that is their preferred procedure.
4.3 Avoid communicating a contact’s name in an open forum without the contact’s prior permission.

5.0 Principle of Preparation
5.1 Demonstrate commitment to the efficiency and effectiveness of benchmarking by being prepared prior to making an initial benchmarking contact.
5.2 Make the most of your benchmarking partner's time by being fully prepared for each exchange.
5.3 Help your benchmarking partners prepare by providing them with an agenda prior to benchmarking exchanges.

6.0 Principle of Completion
6.1 Agree to a mutually beneficial benchmarking timeline with your benchmarking partner.
6.2 Follow through with each commitment made to your benchmarking partner in a timely manner.
6.3 Complete each benchmarking stage to the satisfaction of all benchmarking partners as mutually agreed.