

# **EDUCATIONAL QUALITY ASSURANCE AND SCHOOL MANAGEMENT STANDARDS ACCORDING TO INTERNATIONAL**

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## **Abstract**

Today, the world is changing and competing in terms of quality, especially the technological advancements that play an important role in human daily life. In order to help us survive in society lately, there is a great need to improve the quality of human beings at all levels, especially education which is the foundation of the lives of children and young people as well as people. Skills for a happy life in society, ready to undergo changes in all areas in the next few years, Thai society will undergo a series of significant changes that affect the learning style of the generations. In both rural and urban Thai communities, whether you are children or adults, wherever you are, you must be able to continue to learn and develop according to the economic and social dynamics of Thailand, especially in A competitive, high-quality open economy will be a major driver of the learning needs and learning processes of almost all Thais, regardless of the production sector, the future society is also reflected. About the power of people and communities in self-government see more politics balanced by people's organizations. Local Thais have to make efforts to gain knowledge of self-government. However, these would not have been possible without the confidence that all young people would receive a good quality education; they could be used as a power to learn and plan their lives. Educational institutions, therefore, institutions that can arrange learners to be good, smart, happy, have the ability to cooperate. In order to produce a quality Thai society, it is necessary to achieve school management. Their goal is to rely on sound and effective management processes to be able to generate appropriate, consistent and sufficient factors to improve the quality of the school, including the internal and external quality assurance system, as well as the school's management to standardize. And indicators that are set both within the school and from outside agencies to ensure the trust of the parents and society implement the main mission of quality and pass external quality certification.

**Keywords:** Educational Quality Assurance, School management standards

### **Concepts of the educational quality assurance system**

The developing educational quality assurance system has the idea to promote and propose guidelines for the development of educational quality by implementing 3 steps as follows:

1. Quality control refers to the quality of education of the school according to as well as the relevant departments to serve as goals and as a development tool, the general practice of the standard is determined by a group of experts or experienced people.

2. Quality inspection is an examination and gives priority to

The provision of education that meets the required educational quality standards and procedures to ensure the quality of education.

3. Quality Assessment is the assessment of the quality of the school by personnel within the school or by the institution responsible for school supervision concepts based on educational quality assurance principles

The concept of education is not familiar with the business because education is not monetary profit but the expected result is quality in various aspects of people. It is a process of producing people, with teachers and administrators as internal personnel must cooperate to develop good quality of children and continue to operate without stopping. Administrators and teachers in schools jointly set the goals to be explicit on how they want to develop their children to qualify. There is a PDCA concept that is used in educational assurance. P refers to plan, D refers to do, C refers to check and A refers to action which means an adaptation and solving in order to reach the set purposes and continuously improve the quality by participating in group.

### **Quality assurance in education has 3 important points which are**

1. Allow the public to receive reliable quality education information, build confidence and make decisions about quality services.

2. Preclude an ineffectual quality education. This is a consumer's protecting and create an equality of an opportunity to receive quality educational services thoroughly.

3. Befall the responsible for person in education to focus on educational management to quality and standards seriously, which expect the results in the education to have the power to continuously develop the quality of the people. Therefore, the educational quality assurance is the management and operation of normal activities of the school in order to continuously improve the quality of the

students which can create confidence for education administrators. Moreover, it also prevents the provision of ineffectively quality education and creates education as a powerful mechanism for the development of higher quality populations.

An Important principle of educational quality assurance in primary educational institutions is an educational quality assurance that can cover the mass activities and academic missions and administration management that has an advance planning and a systematic relationship. In order to create a reasonable assurance that the learners have got the knowledge, ability and desired characteristics in accordance with the educational standards.

The educational quality assurance within the school will focus on the standards of education for learners which are all 7 standards as follows

Standard 1: Learners have morals, ethics and desirable values, discipline, responsibility. An action that follow the rules and basic principles of each religion. Be honest, benevolent, generous and sacrifice for the public (use both personal and public property and property including natural resources that are economical and worthwhile)

Standard 2: Learners are able to think critically. Synthetic thinking, judgmental, creative, thoughtful and visionary. Be able to classify, compare data and get the main idea, assess the reliability of data, knowing of the advantages, disadvantages, correctness, identifying reasons, finding answers, choosing methods, and having an esprit to solve problems and make decisions with peace and accuracy. Have initiative, imagination, be able to predict and decide the goals.

Standard 3: Students have the knowledge and skills required by the curriculum. Have an achievement in the experience group / subject group / major subject not less than the minimum standard criteria (mathematics, science, Thai, English, social sciences, computers and specialized subjects for vocational education) and the ability to use language as a tool to communicate.

Standard 4: Students are skilled in seeking knowledge for themselves. Keen to learn and develop one continuously. Enthusiastic Interested in learning from various sources, knowing how to ask questions to find reasons. Desire to read, knowing how to use the library for seeking knowledge, sources and various media, both inside and outside the school. Be able to summarize the points from learning and experienced correctly by one.

Standard 5: Students skilled in work, desire to work, work with others effectively and have a good attitude towards honest careers. Be able to work orderly and effectively, diligent, patient, thorough in work, improving their work properly, work happily, be proud of their work and be able to work as a team. Helping others not

taking advantage of cooperation. Accept the opinions and abilities of others. Be responsible for the group work. Have a good attitude towards honest careers

Standard 6: Having good behavior, good physical and mental health, having both height and weight according to standard criteria. Having physical fitness as standard, cheerful, build a good relationship with teachers, friends and the general public. Knowing of health and prevent oneself from becoming in an accident, having knowledge and understanding about the dangers of drugs and intoxication. Do not do drugs and be free from bad influence.

Standard 7: Having an aesthetic and artistic character including music and sport, appreciation and participation in arts, music and sports.

The development of the quality assurance system in the school for learners bringing the results to plan for improvement within the school. To reach the needs. Therefore, educational institutions must be aware of the need to prepare a report. And the use of information to benefit seriously for accuracy and keep it current. According to the process of developing the educational quality assurance system consists of systematic study, stem analysis, system design, system implementation, monitoring and evaluation of the entire system for the most benefit of students.

### **The definition and importance of educational quality assurance**

The Constitution of the Kingdom of Thailand BE 2540, Article 81 stipulates that the government must provide education, training and support for establishing "knowledge and morality" and provide laws on national education which leads to the National Education Act 1999 Resulting in a majority educational revolution that focuses on the quality of education, namely the establishment of a system of educational quality assurance in order to improve educational quality and standards at all levels. (National Education Act 1999: Section 47)

### **The definition of educational quality assurance**

Refers to a management and activities in accordance with the normal mission of the school to continually improve the quality of students, establishing confidence for educational service recipients both direct service recipients which are students, parents and indirect service recipients, such as the corporations, the population and a whole society.

### **The importance of educational quality assurance**

There are 3 important things as follow:

1. The public receive reliable quality education information, establishing confidence and easier to make decisions about quality services.

2. To prevent an ineffective quality education which means the Protection of consumers and provide equality in the opportunity to receive quality educational services thoroughly.

3. To provide the people who responsible for education to focus on the quality and the standards in term of educational sincerely which aim the education to have the power to develop the population to have a concrete and continuous quality.

Hence, the educational quality assurance is not only the management

and operation of normal activities of the school in order to continuously improve the quality of the students that will provide confidence for education providers but also the preventing the provision of ineffective quality education and establish education as a powerful mechanism for the development of populations to have more quality.

### **The educational quality assurance involves.**

There are 2 important actions as follow:

1. Specifying the educational quality standards, which are generally specific by a group of personnel, experts or experienced people (Murgatroyd, Stephen and Morgan, Colin 1994 : 45) In Thai educational system under the National Education Act 1999, the Ministry of Education, Religion and Culture are responsible for specifying the standards of education (National Education Act 1999: Section 31) with the National Education, Religion and Culture council, the Primary Education Committee and the Higher Education Committee are responsible for considering the proposals respectively (National Education Act 1999: Section 34)

2. The process of checking and evaluating the conduct of education to be in accordance with standards and how much is the quality of education? The National Education Act 1999 stipulates that the agencies and educational institutions are responsible for establishing a quality assurance system within the educational institution and consider that the internal quality assurance is the one in the management of continually processing. (National Education Act 1999: Section 48) and provide an external quality assurance in every educational institution at least once a year in every 5 years period, having The Office for National Education Standards and Quality Assessment as an operator. (National Education Act 1999: Section 49)

### **The educational quality assurance system and process**

Thai educational quality assurance system according to the National

Education Act 1999, Section 47 consists of 2 systems which are 1. Internal quality assurance system and 2. External quality assurance System

### **An Internal quality assurance process**

An internal quality assurance system refers to an assessment system and monitoring of educational quality and standards of the institution within the personnel of that institution or by the agency responsible for overseeing the institution. (National Education Act 1999: Section 4)

1. Educational institutions have to develop the internal quality assurance systems as part of the management and operation processes with consideration to the following principles and processes 1. There are 3 main principles of internal quality assurance of the institution which are (Office of the National Education Commission 2000: 11)

1.1 The aim of internal quality assurance is to improve the quality of schools in accordance with educational standards which is not a humiliating on personnel with the main target being developing quality to happen to students.

1.2 In order to achieve the objectives in item 1.1, the quality of education assurance must be made a part of the management process and the task of all personnel in the school, not a separate process from the normal operations of school which the school must have a development plan and an action plan with clear goals, follow the audit plan, evaluate and continually improve. It is a system that is transparent and has a conscience in the development of quality of work.

1.3 Quality assurance is the duty of all personnel in the school. Whether executives, teachers and other personnel in the school, in which the operation must involve those involved, such as learners, communities, educational service areas or the regulatory agencies involved in setting goals, planning, following up, evaluating, improving, helping each other, thinking together, helping to push the school to have quality for the learners to receive the best quality education according to the needs of the governor, society and the nation.

2. The internal quality assurance process in accordance with the concept of quality assurance has 3 steps which are (Office of the National Education Commission 2000: 7)

2.1 Quality control is the specifying of standard of educational quality in order to develop educational institutions to reach the nation standards.

2.2 Quality audit is an examination and monitoring the school's performance to reach the specified standards.

2.3 Quality assessment is an educational quality assessment of educational institutions by educational institutions and affiliated agencies at the educational district level and ministry level.

3. Internal quality assurance process in accordance with the concept of integrated management process principles (PDCA) consists of 4 steps which are

3.1 Planning

3.2 Doing

3.3 Checking

3.4 Action

When considering the internal quality assurance process in accordance with the concept of quality assessment and the concept of integrated management, it can be seen that the consistency is as follows (Office of the National Education Commission 2000: 10).

Planning altogether doing altogether checking altogether Action as a team

From the picture, quality control and quality inspection refer to the management process to improve the quality according to management principles. The quality control means that the school have to jointly and implement the plan in order to develop the quality of educational institutions in accordance with educational aims and standards while the quality audit, the school must jointly inspect to improve the quality to reach the educational aims and standards. When the school has self-examination, the agencies in the educational service area and the affiliates will have a role to help monitoring and evaluating of the quality in order to assist the development of the school which gives the school the peace of mind and always being alert to the quality development.

**An internal quality assurance procedure is as follows:**

1. Preparation

1.1 The importance of preparation is Personnel's preparation by establishing an awareness of the value of internal quality assurance and working as a team that provide clarification and understanding by using personnel within the school or professional speakers outside. In which all of the personnel in the school gain the opportunity to attend the meeting and need to develop knowledge and skills regarding internal quality assurance provide all of the personnel the confidence in the implementation of quality assurance. By workshop that is focused on the content of the school development plan and action plan for each year next, focused on the content, framing and assessment plans. Making of assessment tools and data collection. In the last period, focused on data analysis. Presentation of assessment results and making a self-assessment report.

1.2 Appointing a committee that responsible for coordinating, supervising, assisting and supporting all the parties to work together and connect as a team. By establishing a committee, consideration should be given in accordance with

the administrative structure chart, in which the responsible party should be a committee responsible for the development and evaluation of the quality of work.

2. An internal quality assurance operation consists of 4 main steps

2.1 Planning must be a setting of goals, an operating guideline, a responsible team, a period of time and resources required. For each plan that should be prepared is school's developing of educational quality plan, an annual action plan, a lesson plan according to the curriculum, which harmoniously to the school's goals and a quality evaluation and budget plans, etc.

2.2 An implementation of the plan, there must always be a further learning, and the management should encourage and support all personnel to work happily as well. An arranging of the facilities, A supporting resources for supervision, and monitoring of a working process by group, department and providing supervision.

2.3 An evaluation which is an important mechanism to stimulate development since it will provide feedback that shows how past operations have achieved their goals. The assessment must be established the evaluation framework, providing or produce a tool, a data collection, a data analysis, an exact information, and auditing of an assessment quality.

2.4 Bringing an assessment results to improve the quality, when each evaluation is completed, it will be the committee responsible to analysis, synthesize and interpret the results, then presenting the results to the involved parties in order to improve the performance of management and personnel. Moreover, to plan the next phase and prepare the information or making a self-assessment report.

3. Preparation of self-assessment reports or annual reports when the internal evaluation is completed, the report will be made. Starts with collecting the results of operations and evaluating results for analysis then classified by educational standards and writing reports at last.

**The role of teachers in internal quality assurance should be as follows**

1. Having their own preparation by studying to gain knowledge and understanding of principles, methods, and procedures for internal evaluation including trying to create a positive attitude towards internal assessments.

2. Cooperating with educational institutions to provide general basic information needed by the internal evaluation board.

3. Cooperating with educational institutions when they are appointed to be committees for one of the internal evaluation activities, such as participating in the consideration of creating an internal evaluation calendar. Jointly consider different types of data storage. In the internal evaluation process, collecting data at the survey



committee altogether doing data analysis (If they are having knowledge of analysis) together, summarize the results, etc.

4. Cooperating with educational institutions in the procedure of setting Objectives, standards and indicators for assessing various aspects of the school itself. And jointly define criteria for judging standards and indicators in various fields.

5. Perform duties in a systematic manner or with regular Responsibilities according to the process and belong with educational standards, such as teaching duties, curriculum development and teaching plans that are student-centered. Prepare the suitable content for the purpose of teaching and learning. Create an effective teaching and learning materials that are in accordance with the objectives, organize learning activities that enable learners to keen for knowledge and create knowledge by themselves.

6. Choose a variety of appropriate and evaluated learning methods. Compile summary results. Assess teaching and learning student behavior. Bringing an assessment results to continually improve teaching and learning etc.

The quality assurance refers to a performing a main duty and an activity that is involved with the setting plan having a quality control, quality audit, and quality assessment until there is a trust in the quality and the standards index including the procedures. The output and outcome of doing a quality assurance are the procedures of planning and the management of the responsible team that ensure that the students will be developed and qualified enough to reach the specified standards in the curriculum and an institution that responsible for building a learning process. As a result of parents have a right to claim that the institutions should provide their children not only the most appropriate learning process in order to help them to gain knowledge, skills, attitudes, and a various property but also suitable for their needs and their interested. The most important point is everyone has qualified enough to survive in the recent society no matter where they get studied that is consumer's protection. Educational quality assurance system is a system that develops educational quality and standards of educational institutions to be equal. The person who guarantees the quality of education directly is the administrators of educational institutions, teachers and educational personnel including those involved with educational management such as the school's primary education committee, parents, community representatives, and related agencies at the district, provincial, educational district Department of jurisdiction and the Ministry must be responsible for educational quality assurance together.

An internal quality assurance refers to an assessment and monitoring of educational quality and standards of educational institutions within the organization by the PDCA cycle that is the practice by personnel of the educational institution or by

the agency who responsible for overseeing that institution. An external quality assurance means an evaluation and monitoring of educational quality and standards of educational institutions by the Office for National Education Standards and Quality Assessment or an external agency approved. In order to be a quality assurance and to develop the quality and educational standard of each institution.

The Globalization impact generates boundless communication or being called the information technology era that leads to changes in several fields sharply including the economy, society, education, and culture. These changing causes' people need to learn to adjust themselves for living in this era.

To be good in learning and adjusting, those have to be caused by good education and management, which are effective and qualitative in several parts whether it be curriculum management, teacher development, and learning sources as well as establishing cooperation and relation with school, parent, community and organization. How to produce a good quality of education depends on quality assurance and the most important impact of boundless communication brings Thailand about realizing to make quality assurance equal in the other western countries. The society expectation and people requirement for gaining information and participating in education are extremely necessary; those are mentioned in the Constitution of the kingdom of Thailand and the national education act. As the National Education Act B.E.2542 (1999) and Amendments (Second National Education Act B.E.2545 (2002) stipulating the goal and principle of education management that emphasizes quality and standard of education by detailing them in the section of 6 articles and quality assurance. The article 47 stipulates for being the quality assurance system for improving the quality and the standard in all levels which are internal quality assurance and external quality assurance. The internal quality assurance in section 48 stipulates the original affiliation institute and school providing the internal quality assurance and being regarded as the part of a management procedure of school that needs to run them continuously by creating the annual report presented to their institute.

Besides, the report needs to be revealed to the public in order to improve the quality and standard of education and prepare for external quality assurance. The article 49 impose being of the Office of Nation Education Standards and Quality Assessment as a public organization, which is responsible to improve the method criterion of external quality assurance in order to examine the quality of institution by considering goal and principle as well as the means of education management in each level of the national education act stipulation which imposes to being external quality assurance at least 1 times per 5 years from the last assessment and then, presenting to the related institute and public about criterion system and means of quality assurance according to the

stipulation of the ministerial regulations that there are 2 issues as follow the ministerial regulations dealing with a system, criterion, and means of internal quality assurance in the level of foundation education 2003 number 2 clause 2 legislates that the internal quality assurance is a part of education management which is featured the system of management and information of standard development, studying of improving education quality plan, managing with education quality development plan, examining and reviewing education quality, assessing education quality, reporting the annual education quality, supporting the system of quality assurance.

the ministerial regulations dealing with a system, criterion, and means of internal quality assurance in the level of higher education 2003 number 6 legislates that the system of quality assurance of faculty and institution by considering the components of higher education's quality assurance as follow: philosophy, determination, objective and plan, student development, research of academic service to the public, conservation of art and cultural, financial management.

### **What are the principles and objectives of education assurance?**

The principle of quality assurance is generating confidence and contentment in the education quality, there need to be planed and preparation of protecting trouble for improving vocation. This procedure can be examined and assessed them, emphasized quality in each level working. Generating knowledge, skill, and confidence to institution personnel. Reconnecting in organizations and personnel in the area, Emphasizing leadership condition of the manager.

The objective of quality assurance is composed of the general objective and specified objective.

#### **The general objective namely:**

To inform the quality level of school that performs in several duties.

To stimulate school to develop education quality and efficiency of education management.

To acknowledge the progress of education quality development.

To report state and improvement in the quality and standard of school to the public and related institute.

The specified objective is composed of

To examine the real state of school procedure and assess education quality followed by imposed standard efficiently within the convention of means of school and be related with the system of quality assurance of the institution

and original affiliation institute to receive the data that can reflect the strength – weak of them, condition of success and cause of the problem

To refer to the improving method and develop the quality of education to the institution and original affiliation institute to support the institution improve quality and assure the internal quality continuously.

To inform the results of quality and standard assessment of school to the public and related institute.

### **What is the procedure of quality assurance?**

There are 3 procedures of quality assurance: Quality Control, Quality Audit, and Quality assessment

Quality control is the procedure of the original affiliation institute and school to impose the education standard to be related to national education standards. After that, the original affiliation institute and school create plans for using them to improve quality that leads to the purposed standard in the curriculum development, medium of teacher and personnel development, school charter, convention of instructing and consulting, instructional management and assessment. Moreover, they will be emphasized system and mechanism of performance followed by a plan, followed up by the management officially and continuously. Quality audit is a procedure of original affiliation institute and school to insist the goal and lead them to needed standard by doing as follow; examining and reviewing all procedure system of school by themselves to bring the data to be improved and developed about educational management consistently and reporting to the parent and people who are responsible in this educational management. Examining and reviewing the educational quality of a school by original affiliation institute to support or using the measure of educational development support to be in line with the educational standard which is imposed. Quality assessment is assessing in the level of specific activity quality in the institute such as educational quality, research quality, instruction quality.

The internal quality assessment will use self-study and self-assessment, while the external quality assessment is performed by The Office for National Education Standards and Quality Assessment to assess result that the school is qualitative as the standard which is imposed.

### **What is the relation between the internal quality assurance and external quality assurance?**

Internal quality assurance is an examination, control, following up and assessing followed with the educational standard of the internal institution by all of the institution personnel or by the original affiliation institute that has to control and care for that institution. The result of the internal quality examination is planning the working system genuinely, including the development of data, while the external quality assurance is assessing in term of educational management, attention, and examination of the institution quality and standard which is run by external institute or external examiner in order to develop the quality and standard in several fields of education to be better.

The internal quality assurance will emphasize the examination and assessment of quality in terms of input and process, as the external quality assurance will emphasize the examination and assessment of quality in terms of output and outcome.

Therefore, the internal quality assurance directly affects the external quality assurance; the external quality assurance will use the indicator of standards to assess the performance of the school as well as visiting them that has to be considered philosophy, obligation, and type of instruction of each institution. The institution needs to produce the annual report, prepare a document in each part including the data of indicator and inform self-assessment at least 3 sessions by creating in the type of CD-ROM or E-SAR in order to support the external quality assurance from The Office for National Education Standards and Quality Assessment and next, What is the benefit of quality assurance?

### **There are the benefits of quality assurance as follow.**

It generates the development of institution quality continually to the international standard. Usability of resources for higher education quality development and institution management to be effective will lead the student to be successful at all levels. Producing research and academic service to be the most beneficial and be identical to the social and national requirements. The students, parents, employers, and the public have the data for making a decision. The institution, educational service institute, and government have the accuracy data and being a system to impose the policy, planning and managing the education that student has the high score of achievement in each subject and receive a standard. Students know in advance what they will receive from the institution and achieve as they have acquired. Community, teacher, local educational institute participate in imposing the quality that is combined with

international standard, national standard and local standard that director is on duty planning to control the quality by binding with the teacher, school committee, parent, community and to improve the instruction quality in order to generate the achievement of the student as standard. Examining and accepting the plan of instruction management. Instructor gains an improvement and inspiration to plan the instruction of student center, emphasize performance procedure for leading them to the standard achievement of learning quality accurately, students can learn completely, director and school committee follow up and investigate in an instruction that aid the quality systematic, there is measurement and evaluation as the real state that aims to achieve the quality standard. In addition, there is the working document that directors and teachers examine the studies and note the results in order to bring them for developing and reporting to the public that how good the instruction achieves the objective of learning quality which is imposed before.

**The quality assurance generates the benefits as follow.**

- It generates the development of institution quality continually to the international standard.
- Usability of resources for higher education quality development.
- The institution management to be effective will lead the student to be successful at all levels.
- Producing research and academic service to be the most beneficial and be identical to the social and national requirements.
- The students, parents, employers, and the public have the data for making a decision.
- The institution, educational service institute, and government have the accuracy data and being a system to impose the policy, planning and managing the education that student has the high score of achievement in each subject and receive a standard.
- Students know in advance what they will receive from the institution and achieve as they have acquired.
- Parent, community, teacher, local educational institute participate in imposing the quality that is combined with international standard, national standard and local standard
- The director is on duty planning to control the quality by binding with the teacher, school committee, parent, and community and to improve the instruction quality in order to generate the achievement of the student as standard, examining and accepting the plan of instruction management.
- Instructor gains an improvement and inspiration to plan the

instruction of student center, emphasize performance procedure for leading them to the standard achievement of learning quality accurately, students can learn completely, director and school committee follow up and investigate in an instruction that aid the quality systematic,

-There is measurement and evaluation as the real state that aims

To achieve the quality standard. In addition, there is the working document that directors and teachers examine the studies and note the results in order to bring them for developing and reporting to the public that how good the instruction achieves the objective of learning quality which is imposed before.

### **The standard of institution management as a national standard**

Educational quality standard

As the Ministry of Education announcement of basic education standard suggests using the basic educational standard for internal quality assurance; 15 standards composed of 4 fields 15 standards, namely. Student quality standard: for 6 standards.

**The benefit that affect education as a school standard; composed of 3 principles.**

1. Learners have a potential to be global citizen, be good at academic excellence, bilingual communication, creative thinking and producing and responsible for global society.

2. Promoting the level of instruction to be as equal as international standard by impose the additional subjects which is universal.

3. Promoting the level of administration by the quality which is international standard.

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