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Some Measures to Manage the Quality of Training Programs According to AUN-QA Standards at the Faculty of Education, Saigon University

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ABSTRACT:

In the context of globalization, countries not only compete in the fields of economics, science and technology, goods and services but also compete in the quality of education. In 2016, the AUN organization's set of educational evaluation standards version 2.0 was launched, helping educational institutions in Southeast Asia in general and Vietnam in particular to improve and enhance the quality of education in a prompt sustainable way. The set of standards has been improved in Version 4.0 issued in 2022. Saigon University is a public university that has focused on improving the quality of education through applying the standards and criteria of the AUN-QA model to the quality management of training programs. In this article, we want to find optimal measures to improve the quality of training programs according to AUN-QA standards at the Faculty of Education, Saigon University to meet the needs of society.

KEYWORDS:

Management, training program quality, AUN-QA standards, Faculty of Education, Saigon University.

INTRODUCTION

AUN-QA (ASEAN University Network - Quality Assurance) is a set of standards with strict quality rules, specific and clear criteria, focusing on the comprehensive evaluation of training programs in many aspects such as top standards, program framework, teaching staff, facilities, quality assurance, connections between University, students, and businesses to ensure the quality of the entire training program.

With a strict and transparent inspection process; a set of standards for a comprehensive assessment of training quality and recognition by the education systems of countries inside and outside the Southeast Asia region, AUN accreditation helps Vietnamese universities gradually determine their position on the international stage. Participating in AUN-QA accreditation will bring the following benefits:

University: Affirms the university's commitment to society and employers regarding the quality of output products of the training program, which is human resources trained according to strictly controlled quality standards.

Students: Students studying programs evaluated and recognized by AUN-QA will easily perform student exchange or credit conversion with regional universities. In addition, students graduating from these programs will have many advantages in finding jobs in regional and international markets.

Businesses: AUN-QA accreditation results help employers have a reliable basis for finding quality human resources, from a training program with international quality references.

Society: AUN-QA results are a guide in choosing a University for parents and students.

In recent years, Saigon University has built relatively complete policies and legal corridors to implement quality assurance activities and accreditation of higher education quality. The process of applying quality assurance and quality accreditation policies in higher education has gone

through stages of testing, implementation, and adjustment to gradually establish a systematic nature, creating conditions and mechanisms for quality assurance and quality accreditation activities in higher education, and following the general development trend of higher education in the world.

Saigon University achieved 03 training programs according to AUN-QA (ASEAN University Network - Quality Assurance) and the programs met the standards of the Ministry of Training Program Evaluation Regulations. Survey to collect opinions from relevant parties on the quality of teaching, training and learning support activities, scientific research, and training programs; Implement quality improvement activities after quality assessment and surveys; update information according to regulations in the Public Regulations of the Ministry of Education and Training, Ministry of Labor, War Invalids and Social Affairs, Saigon University; Organize training on professional work and send staff to participate in training courses to improve their expertise, skills, etc. Educational management, especially training program management, is important to successfully implement training programs according to the AUN-QA approach. However, this work in the country in general and Saigon University in particular is still in the gradual “transformation” phase to “adapt” to changes in approach, so it still faces many difficulties, limited. Therefore, this article proposes some measures to manage the quality of training programs according to AUN-QA standards at the Faculty of Education of Saigon University, helping managers apply them flexibly in the work conditions of each university.

LITERATURE REVIEW

Training program concept

According to Wentling (1993): “A training program is a training activity, it also indicates training methods and ways of testing and evaluating learning results, arranged according to a timetable”. A rigorous course can last a few hours, a day, a week, or several years.

According to author Nguyen Duc Chinh (2018): “The university training program is a comprehensive and systematic plan for all educational activities at the university. It includes educational purposes, objectives, output standards, educational content, educational methods and forms of educational organization, and methods of evaluating educational results.

Thus, the university training program is all the modules and educational activities built by the university to equip students with knowledge, skills, and attitudes appropriate to the chosen major. The university training program not only demonstrates accumulated professional capacity but must also ensure the quality of human resources, which are cultural and educational level; knowledge; physical; Professional capacity and professional skills; social understanding and lifestyle; and ability to adapt and develop. At the universities, training programs are often adjusted and improved to suit the needs of learners, society, and the labor market.

The concept of quality of university training programs

Author Frazer, M. (1992) defines the quality category of university training programs according to the following index: Each member of the university has the responsibility to: maintain; understand, use, and master the system to maintain and improve the quality of training and services; University management staff regularly check the reliability and accuracy of the training program quality management system.

In university-level training programs, training program quality is defined as predetermined systems, policies, procedures, processes, actions, and attitudes aimed at achieving, maintaining, monitoring, and reinforcing quality (Woodhouse, 1999). The Australian Quality Assurance Agency also uses and approaches this way.

Thus, the quality of university training programs is an indispensable activity in universities. Forming, maintaining, and developing a training program quality system is an important and necessary job for universities.

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