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New Quality Education Initiative in Asia Oceania

QUALITY ASSURANCE IN VIETNAM EDUCATION

Presented by Dr. Ngo Van Nhon

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GATT – General Agreement on Taxation and Trade

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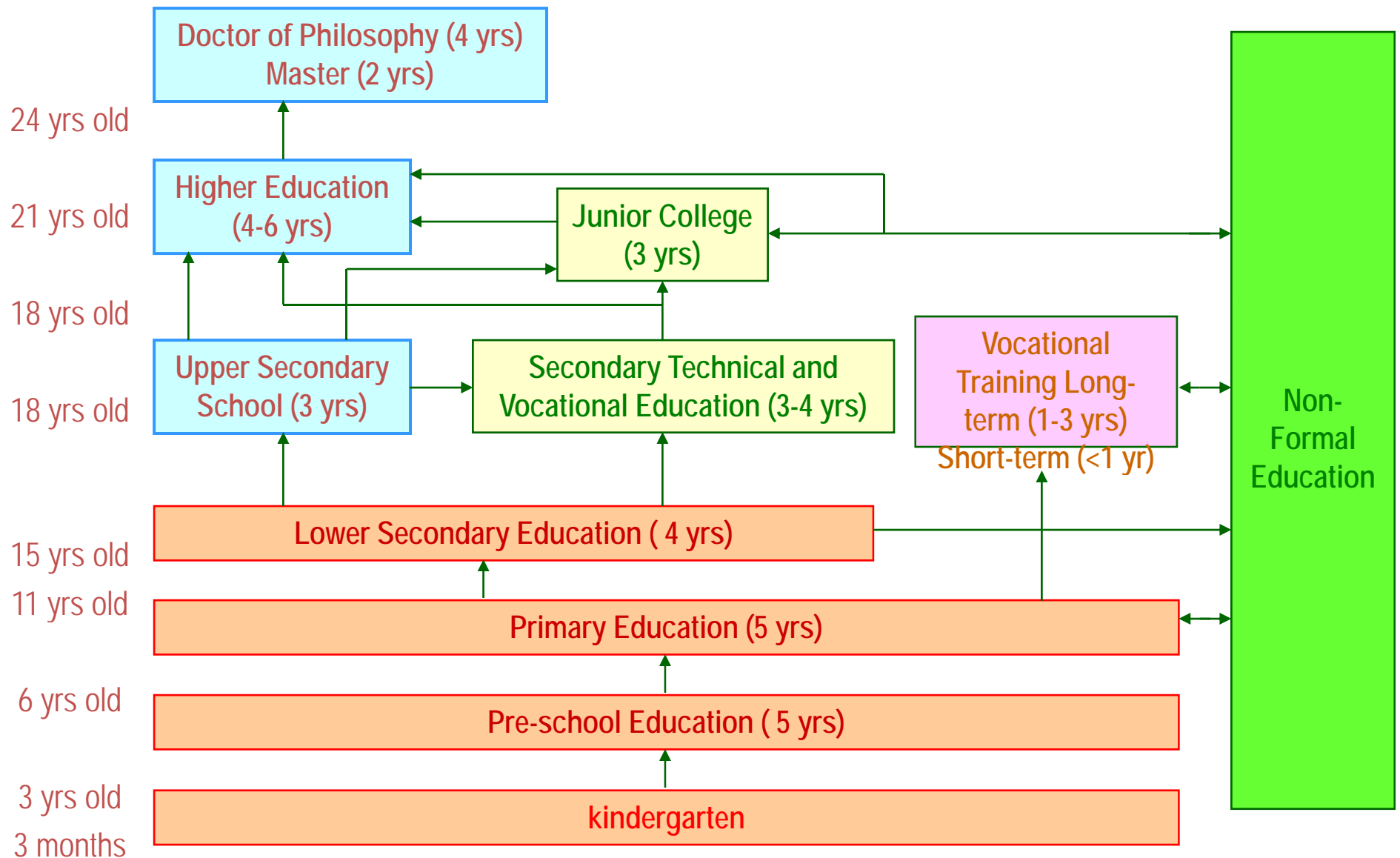
WTO – The World Trade Organization

www.wto.org

2nd IAQ/ANQ Symposium 2013

Bangkok, 17th October, 2013

Structure of Vietnam's Education System



NATIONAL EDUCATION QA

10 Criteria of Educational Quality Accreditation of Ministry of Education and Training

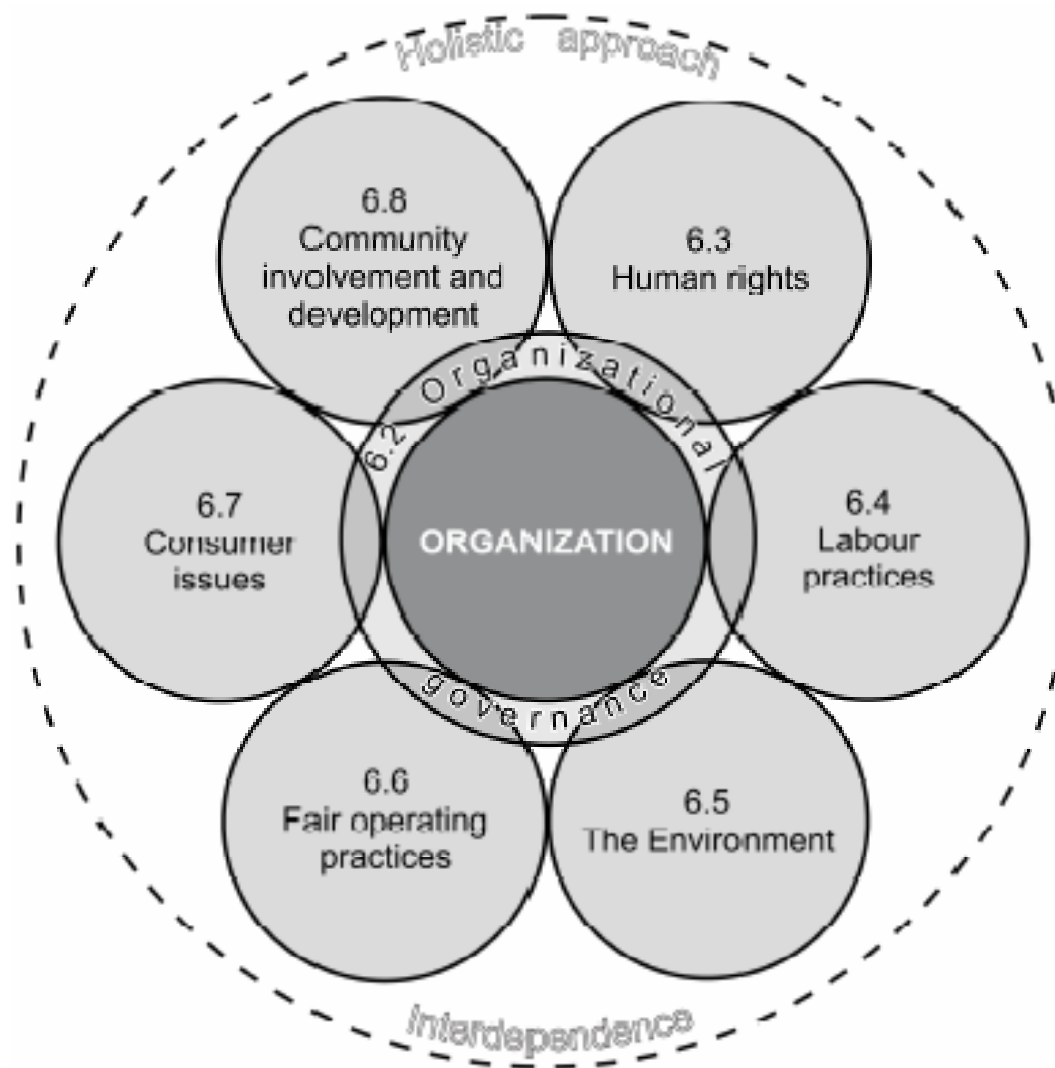
INTERNATIONAL EDUCATION QA

- 1- QMS ISO 9001:2008 (ISO)**
- 2- AUN (Asian University Network) -ASIA REGION**
- 3-EFQM (Europe)**
- 4. CDIO (USA-MIT and Europe)**

Applying ISO 26000 - Social Responsibility in education and training

- ❖ ISO 26000 is a new standard promulgated globally about social responsibility, providing a comprehensive guide frame, fully apply to the social objects and environment, promote sustainable development.
- ❖ ISO 26000 is applied to all forms of organization, there is no third-party certification, to promote voluntary initiatives for social responsibility. ISO 26000 is the global value to enhance social responsibility, sustainability and ethical behavior in all types of organizations.
- ❖ Unlike ISO 9001, standard ISO 26000 is not a management system can attest that this is the standard to guide implementation. This standard is written by experts from the social organizations around the world concerned primarily to 7 core social responsibility requirements.

The core subjects and issues of social responsibility



General Principles

For any organization to apply ISO 26000 standards must be fully complied with seven general principles

- Accountability
- Transparency
- Ethical behavior
- Respect for stakeholders interests
- Respect for the rule of law
- Respect for internationally norms of behaviour
- Respect for human rights

ISO 26000 –Social Responsibility in education and training

In education and training environment, the above principles must be considered and uphold by the school. Effect of ISO 9001:2008 will be developed and sustained when the school direct to the activities associated with social responsibility. Quality management and social responsibility have additional fellowship and create a very large benefit resonance. However, when applied to educational and training establishments, social responsibility needs to be done in a creative way, science and systems consistent with domains typical of this particular production. In circumstances in which the economy operated under market mechanisms, all business including education and training services as to ensure their social responsibility.

ISO 26000 –Social Responsibility in education and training

Social Accountability is ethical reported obligation and management of the activities and results, explain the results of the implementation and admitted responsibility for all the unexpected results of school for stakeholders.

Explaining Accountability is important task specially for a education facility with high autonomy. When recommending to explaining accountability, there are two issues raised:

Who is the explanation with?

And the explanation of what content?

ISO 26000 –Social Responsibility in education and training

- Firstly, *Who is the explanation with.* Schools involved directly or indirectly with many sides: Society in general, local authorities, the employers, learners and their families, staff faculty ... These are objects that managers must explain.
- Secondly, *what content is the explanation for.* Social responsibility expressed through some basic details such as fairness in access to education, quality of training, the mismatch between training and qualification needs of the labor market, explain on the use of financial resources, financial publicity and at the request of the concerned parties.

Therefore, to understand "social responsibility" is the school's self-evaluation and to supervise the implementation of the regulations of the State, ready for explanation and publicize the school activities and respond of the results this activity in front of related objects.

Why must implement social responsibility?

- ❖ *First:* Request of democratization, educational socialization and of resources donors for schools (state, companies, parents ...).
- ❖ *Second:* To meet the values and competition rules in the market economy. It is responsible for the quality of its education products to meet this rule.
- ❖ *Third:* Emphasizing social responsibility of autonomy must be attached to obligation and responsibility to the state, to society and the school as well as for teachers themselves.

The main requirements and issues of social responsibility

- ❖ Responsibility with human rights must be respected as a prerequisite.
- ❖ Responsibility for labour practices: The college must ensure the issues related to employment and employment relationships; the working conditions and social insurance; social dialogue; health and safety at work; development and training of human resources in the workplace. These above fundamentals are essential to the sustainable development of the school.
- ❖ Environmental responsibility is an important aspect of social responsibility. Education and environmental improvement are the foundation to promote social development and sustainability. The issue of environment should be noticed that are pollution prevention, sustainable use of natural resources, mitigation and adaptation to climate change, environmental protection, biodiversity and restoration of natural habitats.

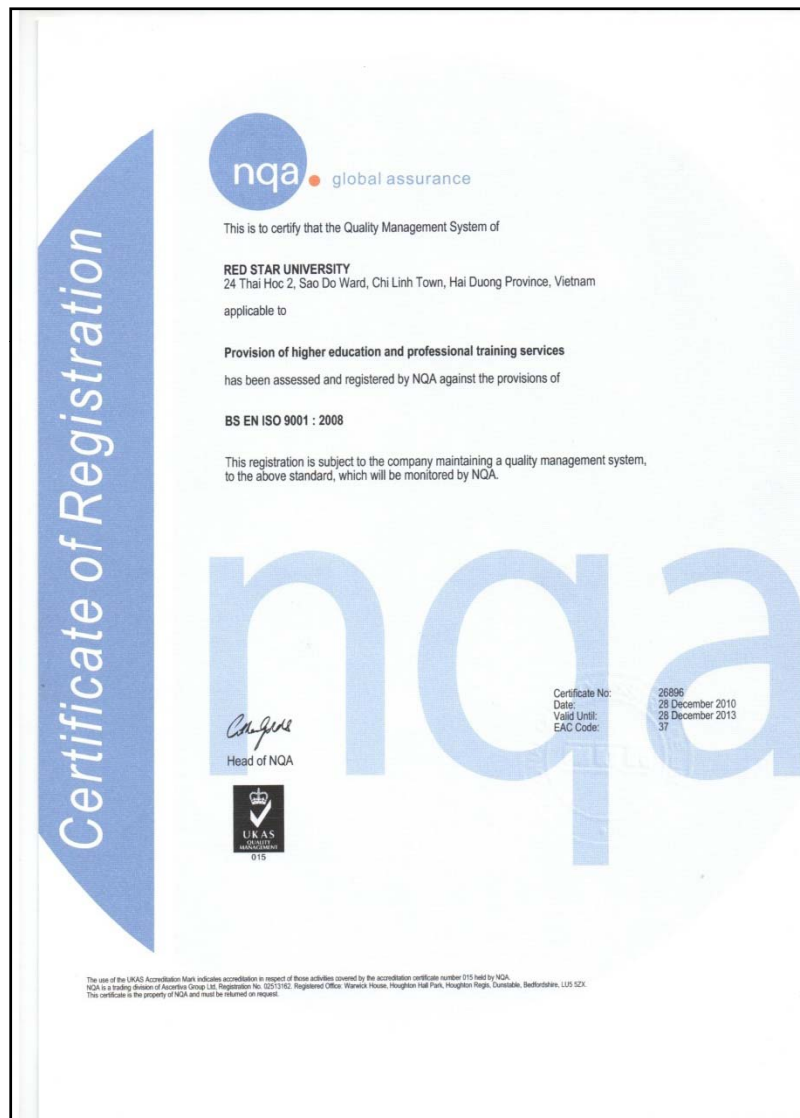
The main requirements and issues of social responsibility

- ❖ Responsibility for consumer issues in environmental education.
- ❖ Responsibility for equitable practice in operation of the college: It should notice on anti- corruption, and bring the content of anti-corruption into educational programs in order to raise awareness and action for the students. The issue of competition in education is the driving force for the school to encourage development.
- ❖ Responsibility for participation in community development: education and culture are the foundation for economic and social development and are a part of community characters. Preservation and promotion of cultural values and promote education in accordance with respect for human rights have a positive impact on the cohesion and social development.

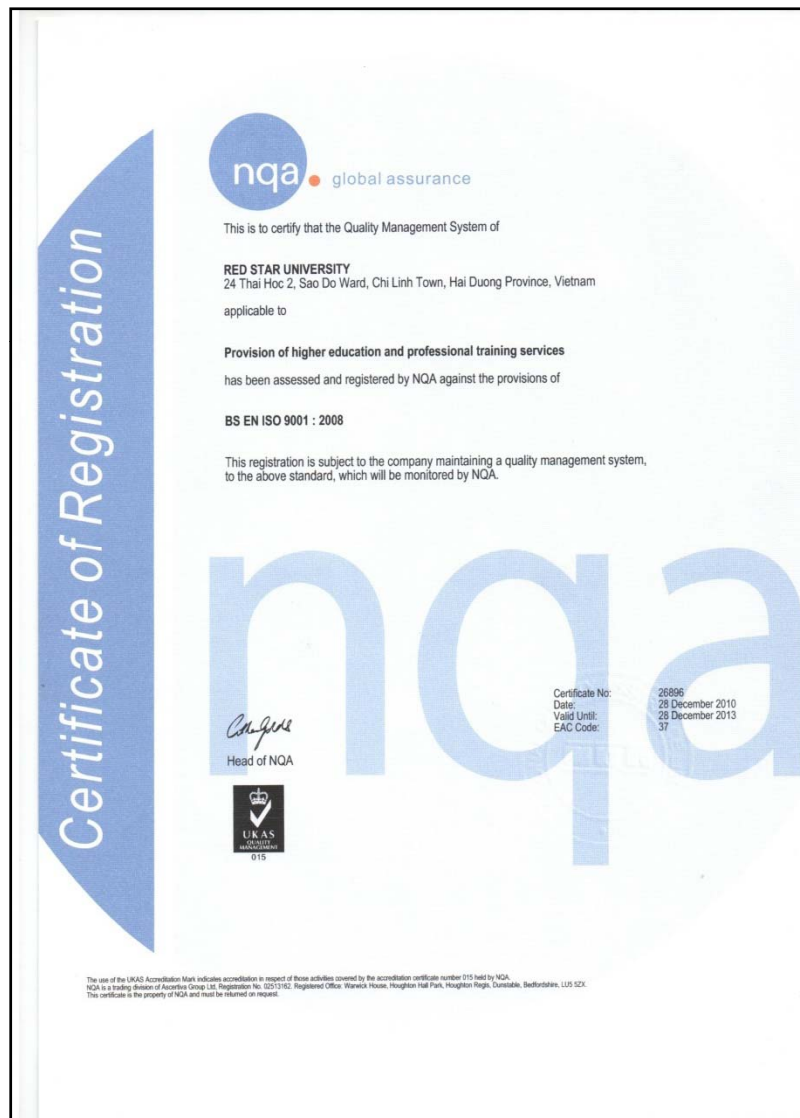
The main requirements and issues of social responsibility

- ❖ Those seven requirements and issues of accountability in the educational and training are introduced in all terms of ISO 26000.
- ❖ These terms provide guidance on the application of accountability into practical operation of the school and ensure sustainable development.
- ❖ Looking back on the issues discussed above, it is easy to see that ISO 9001 and ISO 26000 are useful management tools for contributing to improve the quality of training, implement social responsibility towards sustainable development.

ISO 9001:2008 Certificates in HE



ISO 9001:2008 Certificates in HE





**ANQ Recognition for Excellence in Quality Practice
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Presented to

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**In recognition of its outstanding achievements in
Quality Management, Human Resource Management,
Social Responsibilities and Quality Products**

戚维明

Mr Qi Weiming

Chairperson

Asian Network for Quality

2 August 2012

Red Star University (Sao Do)



Ho Chi Minh City University Food Industry (HUFI)



ISO 26000 TRAINING COURSES IN HE



The Board and lectures of Dien Bien Technical Economic College (DTEC) with Dr. Ngo Van Nhon, Chairman of VQAH at the training courses of ISO 26000 in Dien Bien City

ISO 26000 TRAINING COURSES IN HE



A training courses of ISO 26000 for Board and lectures in a college in Dien Bien City

What are the key benefits of ISO 26000?

- ❖ Strategic advantage within each university's competitive service in education and training.
- ❖ Streamlines internal processes and assures the implementation of commitment to social responsibility and sustainability.
- ❖ Protects your brand image and increases customer (students) and employee (lectures) satisfaction.
- ❖ Attracts investors and sponsors concerned with social responsibility and sustainable development.

Conclusion

- ❖ The application of ISO 9001:2008 and following ISO 26000:2010 aims to help college to improve the quality of education, enhance the effectiveness and efficiency of the management system, and improve the credibility and accountability.
- ❖ The effectiveness of ISO 9001:2008 will promote and sustain the education and training institutions while all their activities linked to social responsibility. The relationship between management of quality and social responsibility have additional interaction and create a very large benefit resonance.
- ❖ ISO 26000 standard became a useful guidance for organizations in general, and for the education and training institutions in particularly. It will help to expand and strengthen the role and effectiveness of the QMS. Reaching the points of ISO is a path, a direction, and a proper strategy to ensure the sustainable development of the education and training institutions and society.

Thank you! Kop Koon! Cam On!

Dr. Ngo Van Nhon

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