Application of ISO 9001 standard and toward applying ISO 26000 standard for sustainable development and enhancing social responsibility in education

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Abstract

To enhance the efficiency of management system, build a trade mark, and improve prestige and the quality of education and training to the society to meet the increasing demands of customers and other related parties' care, the application of international standards ISO 9001:2008 in education and training institutions is essential and of a strategic nature to the process of development and integration. However, to have a long-term development strategy and sustainability in education, it should be directed to social responsibility standards - ISO 26000 since education and training activity is a special type of services, for a particular product, it needs to satisfy the law of value and competition in the market economy. It is to be responsible for the quality of its education products to meet this rule.

Social responsibility in education is expressed in three basic aspects, i.e: Responsibility for the learners, the society; Responsibility for the state, the higher authorities; Responsibility for the school and teaching staff themselves. To implement the social responsibility, the school must self - evaluate and monitor the implementation of the regulations of the State, it is willing to explain and clarify its operations and it must be responsible for the results of these activities to the relevant objects.

ISO 26000 is a new standard promulgated globally about social responsibility with seven core requirements: Organizational management; Human rights; Labor practices; Environment; Enforcement of fair activities; The issues relating to the consumers; and Community development and connection. Effect of ISO 9001:2008 QMS will be developed and sustained when the school directs towards the activities associated with social responsibility. Quality management and social responsibility have an interrelation creating a very large resonant benefit.

Application of ISO 9001 and ISO 26000 aims to ensure the sustainable development, enhance prestige, quality and social responsibility of the school.

Keywords: Prestige**,** Quality Management**,** Social Responsibility.

BACKGROUND

During the integration of global education, competition is an inevitable trend, the prestigious institutions of education and training with its built - up brand at favorable areas are no exception to this rule competition. Institutions of education and training in the outlying areas with underdeveloped conditions are even more difficult. The reason is not derived from saperate issues such as field of study, social needs, material facilities, teacher staff, training quality, education curriculum, school status, etc, it is due to the senthesis of all the elements making educational mechanism inadequate/ insuffecent.Sometimes management in units directly under the school has not been all through/ smooth but overlapped, one - door machanism in procedures settlement has not been implemented consistently and synchronously and satisfaction levels of students and external customers have not been high. These difficulties show the popular situation in education and training, i.e. education quality is low, structure and training quality do not change completely which fail to meet the requirement of enhancing quality of human resource in accordance with the process of industrialization and modernization of the country.

There are a lot of reasons, but one of the main reasons is due to the state management of education is still

weak. The trend of educational socialization is obviously opportunity and challenge as well for education and training institutions, particularly for universities and colleges.

To overcome these limitations, weaknesses in education and orient to the strategy of sustainable development, the key is to innovate and improve the capacity of state management in education aiming to avoid the risk of lag behind and overcome all challenges and catch development opportunities as well.

On the path of innovation and development, institutions of education and training must have a new quality management approach in order to satisfy the needs of learners, customers, society and to be relevant with the regulation. All of these have been found in the standard of ISO 9001:2008. The terms of the Quality Management Systems are the convergence of international experiences in the field of management and quality assurance. It is a model of quality management by process directing toward the internal customers such as staff, teaching staff in school and external customers who are outside school such as learners, learners' parents and interested parties, and activities of education and training of the school are considered a type of service, a means and an effective tool as well to help management officers build and maintain a quality management system in an effective manner.

Having a right recognition about the role and the need to build and develop application of the ISO 9001: 2008 quality management system in school under international standards aim to enhance efficiency of management system in school, create a brand name, improve prestige for school and the quality of education and training for society as well. Building and implementing application of the ISO 9001:2008 quality management system in school under international standards to manage education and training are essential and strategic in process of development and integration. However, to have a long-term development strategy and sustainability in education, it should be directed toward ISO 26000 standards of social accountibility, because activities of education and training are a special kind of service, create a particular product which must satisfy the laws of value and competition in the market economy. It is the school that has to be responsible for its quality of education products to meet these rules.

OVERVIEW QMS ISO 9001: 2008

ISO 9000 is the international standard for quality management system which is applicable to all kinds of organizations or enterprises aiming to ensure the ability of supplying products that meet customer requirements and regulation stably and bring satisfaction to the customers constantly. The ISO 9000 standards consist of basic ones:

• ISO 9000:2005 Quality management systems - Fundamentals and vocabulary

• ISO 9001:2008 Quality Management Systems – Requirements

• ISO 9004:2009 Organization management for sustainable success

• ISO 19011:2011 Guidelines for assessing management system

Fig. 1. The basic standards in the ISO 9000 standard

ISO 9001:2008 is the standard specifying requirements for the construction and certification of a quality management system in the organization / business. This standard specifies the basic principles for managing quality issues of the activities of organization or business under the following five requirements: Quality Management System; Responsibilities of leadership; Management of resources; Products manufacture; Measurement; Analysis and Improvement. Building quality management system according to ISO 9001:2008 standards will help organizations or businesses establish standard procedures to control activities, and assign the right mission for the right employee while managing organization or bussiness. Quality management system will help employees work exactly right from the start and constantly improve the work through active monitoring and supervising. A good quality management system not only helps improve quality, operation effect and bring satisfaction for customers but also helps train new employees to approach work more quickly.

ISO 9001:2008 is applicable to all organizations, businesses with their not counting for scope, scale, products or services. These criteria/ standards are used for the purpose of certification, as required by the client, management agency or simply improve the quality and operation effect of the organization or business.

In order to maintain customers' satisfaction, organization must meet the requirements of customers. ISO 9001:2008 provides a system experienced globally/ in a global scale in order to implement systematic management methods for processes in an organization, thereby creating a product that meets the requirements and expectations of customers stably. The following benefits will be achieved when implementing effective quality management system in accordance with ISO 9001:2008 standards:

- Help organization or business build standard processes to perform and control tasks;

- Prevent errors, minimize redoing thereby improving productivity and work efficiency;

- Clearly define the responsibilities and authorities in organization;

- Documents managed qualitatively are means of training, sharing knowledge and experience;

- Help improve the quality of processes and products regularly;

- Create the foundation for building a working environment professionally and effectively;

- Enhance/ Build reputation/ prestige and image for organization and business ...

In addition, it is necessary to build the ISO 26000 international Standard for Social Responsibility to have a sustainable and long-term development strategy. In the scientific conference "Autonomy and Self-responsibility of universities and colleges in Vietnam", Dr. Le Duc Ngoc mentioned: "Higher education (university and college) is a special form of production, for special products (continuous development product), so higher education in our country is a part of the market economy, it is the business that creates goods, labor with high quality and also follow all the rules of the market economy". It means that we must be responsible for our products. To do business and develop sustainably, education and training institutions should have an operating system of social responsibility. The core issues of social responsibility are fully instructed in the ISO 26000 standard. Only when the school attaches the social responsibility to its operations, education quality can be assured. When ISO 9001 and ISO 26000 standards are successfully applied, it will create a very large resonant benefit. They are essential and important elements for the sustainable development of education and training institutions.

KEY PROCESSES OF QMS ISO 9001:2008 IN EDUCATION AND TRAINING

The school builds, implements and maintains QMS ISO 9001:2008 to manage all the school's education and training activities, in order to prove the capacity of the school in the provision of products / services, always follows the ideal procedures and process, to meet the increasing requirements of customers and interested parties through the effective application, continuously improves QMS requirements of ISO 9001:2008. When setting up QMS ISO 9001:2008 in schools, it is ensured all 8 quality management principles of ISO 9000:2005. The first principle which is emphasized is customer-oriented, especially tries to pass higher expectations of customers and interested parties.

The operating process and application of ISO 9001:2008 associate with strict adherence to the Terms of ISO and six operating procedures are mandatory controlled. However the quality management system is flexibility and innovation. This system does not stop at the building level and applies mechanically. It is a process of continuous improvement, in order to continuously improve the effectiveness and efficiency of the QMS in the school.
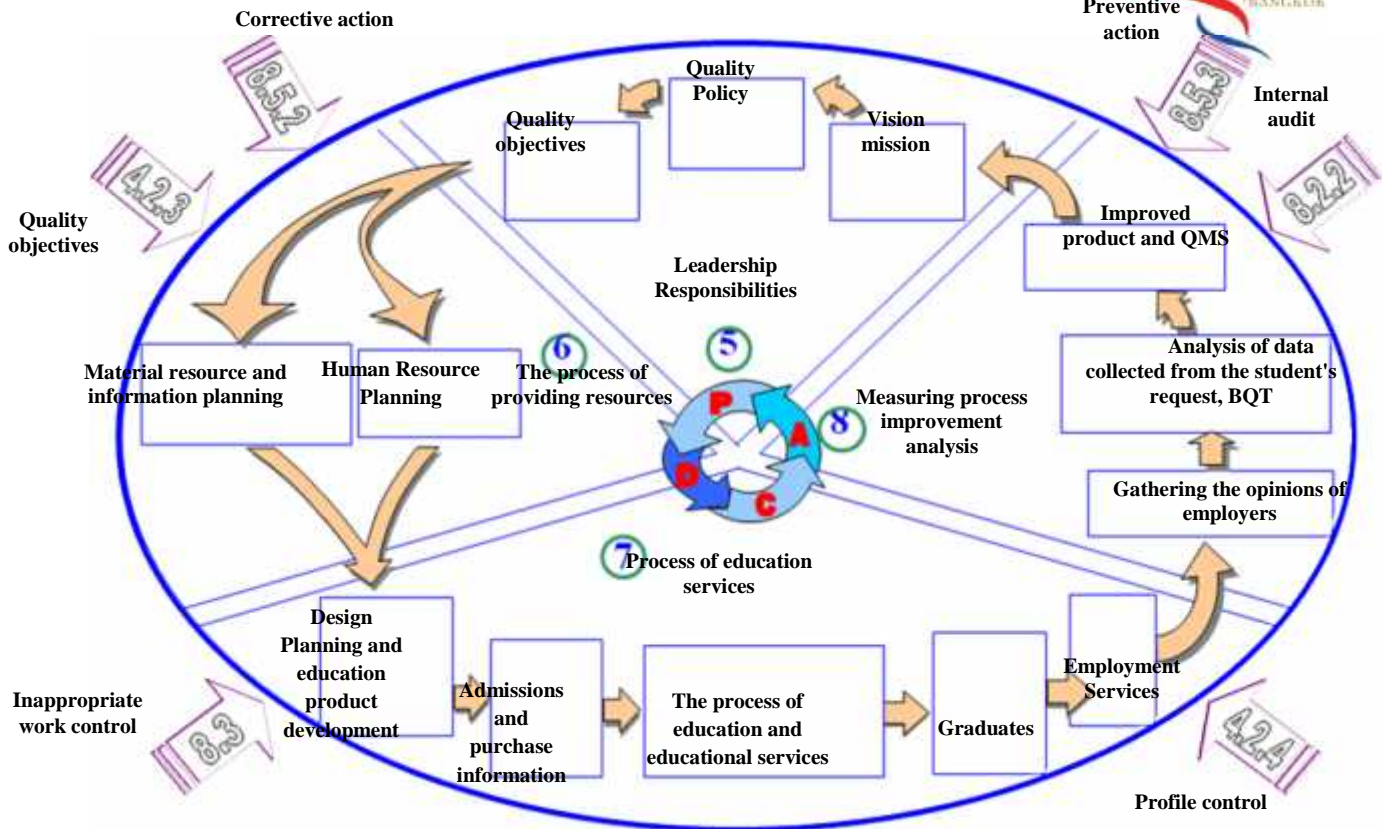
Fig. 2. The main processes of QMS ISO 9001:2008

School Management System ensures full compliance with the terms 5, 6, 7 and 8 of ISO 9001: 2008 (order of the process according to Figure 2). From the quality objectives of the school, the departments make quality objectives, quality plans and the operating procedures/ work instructions of each department to ensure the quality objectives of the school. The service quality output of the last department must comply with the quality requirement of the following department is offered. Six operating procedures control the management system; especially the operating procedure of document control, the operating procedure of profile control, the operating procedure of inappropriate service control, the operating procedure of internal audit, the operating procedure of corrective action, the operating procedure of preventive action are fully implemented in the school's departments which are controlled and monitored by ISO department.

DEVELOPMENT PROCESS AND DEPLOYMENT OF APPLICATION ISO 9001:2008 QMS IN EDUCATION ANDTRAINING

The process of implementing ISO 9001:2008 plays a very important role to achieve the full benefits of quality management systems (Quality Management System - QMS). To implement QMS successfully, organizations need to launch 6 following basic steps which are elaborated through the following five descriptive stages:

Fig. 3. Steps of implementing ISO 9001:2008

Training phase is a very important task to ensure the success of the application of ISO, is to train all teaching staffs and representative students of the school. Training is the key to successful application of ISO 9001:2008. The training courses on "Internal Auditor - IA", "The Basics of ISO - IB", "Control Officer - IC" and "Application of ISO for pupils and students - IS" help staffs and all students to perceive correctly and fully about the nature as well as the role, meaning and importance of the application of ISO 9001:2008 in schools, enhance awareness and have transformation of positive in thought, mood and action. From these things, the construction and application of ISO 9001:2008 get the highly quality effect.

How to apply ISO 9001:2008? It is done through the **"Write what you need to do - do what you wrote - Write what you did"**

- Stage "Write what you need to do" is the constructional document stage of the QMS ISO 9001:2008 of the school:

+ On the basis of the mandate and the guidance of consultants, the school edits Vision (V), Mission (M), Quality Policy (QP), and Quality Objectives (QO) of the school year.

+ The school's departments make QO of the school year and implementing plans QO which are based on the oriented vision, mission, quality policy, and the school's QO and functions, tasks of the department assigned. QO of measure department is expressed completely schedule of activities and openness, transparency.

+ The department reviews the work of the entire units, assigns the staffs, and makes the authority - responsibility of the Chief, Deputy of each department, a detailed job description of employees to determine the assignment, the rights and responsibilities involved.

+ Developing the operating procedures, work instructions is to solve the work of the department. The operating procedures, work instructions are made by the provisions of ISO about the implementing steps,

implementing content and standard quality, responsible person and relevant documents which are attached to the application form.

ISO 9001:2008 documentation from Vision - Mission - Quality Policy, Quality Objectives in the School of objective quality of the departments to the rights, responsibilities, job descriptions specific staff: - teacher, class leader, the learner ..., the operating procedures, work instructions are drafted in detail, considered and reviewed to conform to the general requirements of ISO 9001:2008 QMS and applied to all departments in the field.

- Stage "Do what you have written - Write what you have done" is the stage of quality management systems in operation:

+ After document of the drafting departments is inspected, approved and published operation, ISO departments are distributed it to all departments in the school, considers as the basis for implementing the work perfectively.

+ After the management system of construction quality, perfection and issued common , departments conduct to apply the provisions of the document system, corresponding to the related activities in the school system's QMS.

+ In the implementation process "Do what you have written - Write what you have done", staffs must read, understand and apply the materials of the quality management system, the implementation must keep records when performing each task, or a process, and to consider further study and improve the quality system to promptly remedy the problem exists or arises, amendment or find out how best to proceed to solve the job more efficiently.

+ The ISO 9001:2008 operation, the departments actively detect and modify the remaining inconsistencies or inadequacies in the QMS documents, complete the forms and the implementing steps to continuously improve, finish and enhance the role of effective QMS document system. The discovery of NC during QMS and Corrective Action operation is applied to all departments in the school. Maintaining and implementing QMS and Corrective Action are in order to make departments in school can remove the cause of the nonconformity by themselves, prevent NC in the operating QMS processes.

After about 4 months of operation, the school will be carried out internal evaluation process to determine the level of quality performance goals, measure the effectiveness of the processes and ISO 9001:2008, measure satisfaction, customer's interests and more importantly is to know ratio % of corrective and preventive actions. From controlling products and inappropriate services to the meeting of leaders' consideration is a process which expresses a democratic living aspect with the social responsibility of the school. It is the responsibility of implementing fair operations and directs to customer's satisfaction. It can be seen in the core requirements of ISO 26000 compatible with the basic contents of the ISO 9001 standard. Responsibilities embody in the identification and consideration of customer needs. This not only supports QMS effectively but also gives information to innovate and develop products to meet the ever-changing needs and flexible society. Obviously, quality issues and issues which are described in ISO 26000 are in the complementary relationship. When ISO 26000 becomes useful guide for organizations in general and for the school in particular, it will help to expand, strengthen the role of QMS effectiveness.

During the process "DO WHAT HAS WRITTEN", each person must read, understand and apply ISO 9001:2008 related their work, detecting non-conformity (NC) of their units and the other units through corrective action notes transferred to ISO Board. Every month, the ISO Board shall evaluate, identify the causes and take timely corrective actions and preventive actions in each unit. The control of nonconforming product, corrective actions, preventive, internal audits are effectively improved methods, the common goal is to ensure the quality of education, improve management efficiency, response the satisfaction staffs increasing, students and involved partners. Looking at a different angle, the continuous improvement of quality is the social responsibility and important nucleus for sustainable development.

It can be said, the quality management system delimitates "clearly person - clearly work" help to build working environment scientifically and effectively, these procedures are in turn implemented comprehensively, united. Quality document management system will help the new staffs work quickly and are an important foundation for the maintenance, improvement activities. Based on the standard procedure is approved, the amount of work done by the discipline itself. The departments deals with each other based on the prescribed form so it is convenient, scientific and time saving, all the scientists to save time. If This procedures are done in a united way, It will make a professional working style and high efficient. The requirements of the students to be addressed by one door mechanism and on time as promised. The last result of the quality management system according to process is training quality. Training quality is not only to be understood merely the knowledge that it is a

comprehensive training system Culture - Sports - Art, including the skills and techniques to help the students to develop comprehensively. At the macro level, the quality of training is relevant to the determination of the interest and needs of society for higher education. In order to get the best training quality, all of the chains in the process of training have to operate scientifically, supplement each other. When applying ISO 9001:2008 we noticed the school operation machine's more stable, more scientific. The quality of work is improving markedly. Each teacher deeply understand his/her rights and responsibilities. The training program, detailed outline of the course are always improving to make suitable with the trend of social development. All departments committed to implement according to quality and goal. The final target of the training system is the generation of students who know how to work, to meet the requirements of social workers quality. We believe that the application of ISO 9001 scientifically and innovatively will make the problem of INPUT and OUTPUT training quality is no longer a difficult task in the near future.

Applying ISO 9001 will help raise awareness and responsibilities of officers and staff for quality issues. Through the establishment and application of standard procedures to implement and control work, help prevent errors, improve quality and customer satisfaction. Applying ISO 9001 with the highest goal is continuous improvement, management innovation, working style, errors limitation and time saving, ensure the quality of training, build the trust with learners and involved partners. Applying ISO 9001:2008 also help leaders control the working resolving process within school, resolve work quickly, timely and achieve high-quality and highlight the role of responsibility, sense of organization and discipline of teachers teaching staffs, help departments in schools initiative, united and responsible in solving common tasks.

In the process of doing according to ISO we can not avoid difficulties because the awareness and understanding about ISO of the staff's is limited, difficult, challenges begin from innovation aversion of some staff's in the school, moreover, psychology as well as the traditional style still remain in every people, every teacher, and even the school's managing Board. But before the choice between development and backwardness force us to change, change in psychology, thinking up to action. With the unanimous commitment to overcome the difficulties of all teaching staffs from teachers to managers determine to contribute and apply quality management systems for management education and training. ISO 9001:2008 standard will become one of the innovative tools brings many benefits to the school and will be a tool to ensure quality through standardized processes, implementation and tasks management.

Imitating ISO standards is learning progressive standards of the world to improve the quality, working efficiency, is a properly job to be responsible to the school and society. But to apply the ISO successfully to suit the specific of educational institutions need the unanimous and creative commitment of every one and each unit in the school. After all, although a quality management system is modern and advanced, without the difficult overcome, unity of every people it's hard to succeed, and when everyone understands their rights come from customer satisfaction, it is time they have a sense of social responsibility which is done by action.

ISO 26000 STANDARDS – 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: organizational management, human rights, labor practices, environment, Enforcement of fair activities; problems of consumers; development and community cohesion. In the development process of any organization the key problems in the field of social responsibility above also can cause a major impact on the organization's activities. In many cases, our own faces more quality issues that the source of this problem stems from **social responsibility issues**. The ISO 26000 standard will explain clearly the issues of social responsibility and the core of its relationship with quality issues. So ISO 26000 is a useful guide for all types of organizations.

The main benefit of ISO 26000 is the dominant strategy of an organization in the competitive industry, streamline internal processes and ensure the implementation of corporate social responsibility commitments and sustainable development, protect the brand image of the organization, and increase customer and bring employees

satisfaction, attracting investors and donors interested in social responsibility and sustainable development. Sustainable development is development that satisfies the needs of the present without causing potential threat to the ability of future generations in meeting their needs. When implementing ISO 26000 we should remember that leadership is always required; social responsibility and sustainable development is not something to add to, they are the strategic approach to be taken to the operating interest of the organization in the Mission, Vision and Policies of an organization. ISO 26000 will actually make organization' imagine having a significant competitive position against an opponent when organizations committe to implement social responsibility.

For any organization to apply ISO 26000 standards must be fully complied with seven general principles, namely: accountability, transparency, ethical behavior, respect the rights of stakeholders, Respect the law and respect the rules of international behavior, respect for human rights.

In education and training environment, the above principles must be considered and uphold by the school. Effect of ISO 9001:2008 QMS 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.

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?

- 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 activite infront 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.

Social responsibility of the school must be made on 3 fundamental aspects:

- *First,* ***responsibility to learners, to society:*** It is the responsibility that ensures the quality as committed, responsibility of using learners' and society contributional expense effectively and publically society. In an oriented education market and healthy competition, each school must actively develop strategies and suitable targets, building staff and adequate facilities to attract investment from the State as well as from other sources in order to improve the quality of training, to meet the needs of learners and society's human resources.

- *Second:* ***The responsibility to the state, to the leader:*** The responsibility for ensuring that all operations of the school under the mission declared in the framework of the law, the responsibility of using the investment expenditure of the state efficiently and publically, reporting responsibility and under the supervision of state authorities.

*- Third: **The responsibility to the school itself:*** This is an aspect of labor practices that ISO 26000 mentions. Responsibility to the school itself is responsible for developing a sustainable school, maintain and enhance the reputation of the collective interests of the staff, teachers and former teachers and all students and former students.

In Vietnam the issue "accountability" in education is first concretized in circular 09/2009/TT-BGD T of Ministry of Education and Training about the regulations of publication execution in national education systems. In which, the specific objectives are defined as:

- The educational institutions make a public execution of their engagement about the education quality, the factual education quality, guarantee conditions for education quality and financial disclosure so that the learners, members and society could participate in supervising and evaluating under the nationals laws.

- The educational institutions make a public execution in order to offer clear evidences, promote democracy, and enhance autonomy and sefl-responsibility in their capital management and ensuring education quality.

The public contents of institutions of higher education are shown on the three basic issues following:

- Disclosure the commitment of quality education: recruitment, education programs, education quality including knowledge, skills, language qualification, and suitable career application after graduation; Publicity of the factual education quality including graduation results by levels of training and fields of study; the percentages of graduated students having the career or continuing to the higher education; scientific research activities; transfer of technology, trial processing and consulting; accreditation the institutions and educational programs.

- Disclosure of conditions to ensure education quality: technical facilities, quality and quantity of faculty, administrators and staff.

- Financial Disclosure: Financial situation consists of sources of income, expenses; tuition fees and tuition fees exemption; the revenues from contract training, scientific research, technology transfer, manufacturing, consulting; scholarship policy and its results; posting up all forms of inventory estimates, settlement of financial revenue and expenditure; and audit results.

All the issues above express the socially responsible behavior and belong to the concept of accountability standard in ISO 26000.
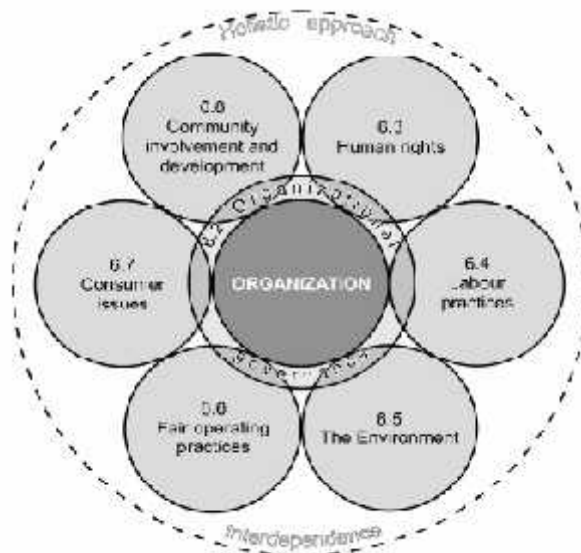

Fig. 4. The main requirements and issues of social responsibility

In the main content and issues of social responsibility of ISO 26000, the responsibility in organization management plays an important role as it needs to foster all values. To get moral values and good corporate social responsibility, the school must create and improve reputation and satisfaction of customers and employee. The leaders should listen to the opinions of subordinates and customers thereby making the right decision with high responsibility for customers and society. As a result, it can regulate working behaviors, lifestyle, enhance the sense

of responsibility and ability to work of officers, employees in order to increase credibility and accountability to the community and society.

In organization management, the school must:

- Create preferential respect with social responsibility, encourage the creativity, motivation of the laborers.

- Use the resources Efficiently, use of capitals to suit the character of the work, to avoid inefficient use and waste of resources.

- Layout and use suitable labor to promote efficient use of human resources.

- Encourage people who have qualification to participate in the management, leadership without sexism.

- Encourage the sharing of work that the job regardless of gender.

- Raise the awareness of the responsibility of employees, raising the awareness of customers about the use of services provided by the agencies.

- Promote nomination of groups who are in low positions into senior positions, balance the needs of the organization and stakeholders.

- Set up the two-way exchange of information with stakeholders by organizing dialogues with stakeholders to meet the needs and aspirations of their legitimacy.

- Create website and forum for the exchange of information between stakeholders to get the feedback of all issues, queries that have not been resolved in order to take corrective action and appropriate preventive action.

Responsibility with human rights must be respected as a prerequisite. Of which, it must suit to the size and condition of the organization and clearly define the policies about the right and responsibility of teacher, faculty, staff and student. It is important to promptly solve the situation of human rights risks; avoid collusion; settle the complaints and denunciations in accordance with law and transparency; respect for the principle of non-discrimination and ensure civil and political rights, socio-economic cultural rights, and the fundamental principles and rights at work.

Responsibility for labor 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. Environmental issues and problems associated with other fundamental objectives 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 college must always pay attention to the development and protection of the environment and landscape, create a friendly environment for working and learning. Also, it is important to educate regularly the faculty, staff and student in environmental protection, efficient use of natural resources like saving energy, materials and water, and minimize disposal of waste to the natural environment.

Responsibility for consumer issues in environmental education: The College emphasizes fairly on marketing, give factual, unprejudiced information, sign a contract fairly, sustain consumption, protect the information and privacy of customers, and access to essential services, education and awareness.

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.

Those seven requirements and issues of accountability in the educational and training are introduced in all terms of the 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 the ISO 9001 and ISO 26000 are useful management tools for contributing to improve the quality of training, implement social responsibility towards sustainable development.

CONCLUSION

ISO 9001:2008 QMS is applied successfully and effectively in all educational, training management activities of the college while it reaches the following conditions. First of all, the heads and managers of the college must commit and determine to implement the ISO 9001:2008 QMS. Also, it receives positive response and the collective creativity of faculty, teacher, staff, and student. The ISO 9001:2008 QMS will become advanced tools to bring many benefits to the college, particularly through quality assurance of standardization processes, and job implementation and management.

Following the ISO is learning the progress standard of the world in order to improve the quality and efficiency through the work. It is the right ways and responsibilities for the education and training institutions, and society. The application of ISO 9001:2008 and following the 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 QMS 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. The 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.

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