

Framework of Delivering Quality in Education Systems

	<i>Concepts - Issues - Skill</i>
<p><i>Defining Quality</i></p> <p>Knowing what we mean by ‘quality’. Knowing what quality we hope to acquire.</p>	<ul style="list-style-type: none"> • Vision. • Core values. • Goals and objectives. • Backward mapping. • Skills, knowledge, attitudes, & beliefs. • Systems dynamics. • Mental models.
<p><i>Measuring Quality</i></p> <p>Knowing systems behavior and health. Knowing management of planning.</p>	<ul style="list-style-type: none"> • Appropriate measures. • Key Performance Indicators. • Integrated data systems • Validity and reliability • Knowledge, attitudes & behavior • Relationships among elements of education system
<p><i>Organizing for Quality</i></p> <p>Knowing institutional requirements. Knowing management requirements. Knowing resources requirements.</p>	<ul style="list-style-type: none"> • Governance systems. • Institutional structures and processes. • Stakeholder analysis. • Planning, budgeting and implementation. • Quality assurance programs and incentives • Financing & resource allocation. • Accountability & accreditation. • Professional development. • Learning organizations. • Systems thinking. • Strategies of implementation
<p><i>Monitoring & Evaluating Quality</i></p> <p>Knowing “current status”. Knowing the culture of making decisions based on data and information.</p>	<ul style="list-style-type: none"> • Benchmarking. • Education Management Information Systems (EMIS). • Development of educational indicators • Models of policy impact (or effect). • Feedback systems. • Assessment tools (internal / external).
<p><i>Analysis of Efforts to Strengthen Quality</i></p> <p>Knowing what relates to quality. Knowing what impacts quality.</p>	<ul style="list-style-type: none"> • Policy research and analysis. • Value of sharing vision and information. • Presentation and dissemination. • Nurturing culture of managing with data and information

Cutting across all these are: *Historical Perspectives*
International Perspectives
Stakeholder Perspectives
Classroom vs. School vs. System Perspectives