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EDUCATIONAL PROCESS QUALITY AND QUALITY MANAGEMENT SYSTEMS - AN URGENT PROBLEM OF MODERN EDUCATION

Abstract. XXI century with the economic processes globalization and social development, the interdependence of many spheres of human activity and the rapprochement of nations, peoples, states, challenges the education, which is forced to transform, reorient to the individual with its demands and needs, to the fundamental humanistic values and the new quality of teaching staff. "Education is the basis of the intellectual, spiritual, physical and cultural development of the individual, his successful socialization, economic well-being, the key to the development of a society united by common values, culture and the state", which is defined in the law of Ukraine "On Education" (2017) [1, p. 3].

Kyiv Gymnasium of Oriental Languages № 1 as an innovative establishment in Ukraine's general secondary education system, known both in Europe, in the English-speaking world, and in the countries of the East [3 p. 136].

One of the requirements of reforming the general secondary education system in Ukraine is the provision of quality education for education recipients. Solving this problem is important for improving the quality of school activities. Scientific development of monitoring the education quality in the educational establishment, disclosing its essence, theoretical substantiation of its tools and technologies of implementation is important in solving this problem.

There is not enough specific scientific research to reveal the technology of monitoring the quality of general secondary education at the educational establishment level.

Education quality assurance system is an urgent need in Ukraine nowadays.

The purposes of establishing and functioning of education quality assurance system in Ukraine are: guaranteeing the quality of education; building public confidence in the system and educational establishments, educational management authorities; continuous and consistent improvement of the education quality; assisting educational establishments and other entities in improving the quality of education [1, p. 43].

The components of education quality assurance system are: quality assurance system in educational establishments (internal education quality assurance system); external education quality assurance system; quality assurance system in the activities of governing authorities and establishments which are providing external education quality assurance [1, p. 43].

Education quality assurance is one of leading tasks defined in the Kyiv Gymnasium of Oriental Languages № 1 development strategy for 2019/2020, the regulation on academic integrity of pedagogical workers and students of the Kyiv Gymnasium of Oriental Languages № 1, the regulation on education and educational activities quality assurance system in Kyiv Gymnasium of Oriental Languages № 1.

Quality of education is a requirement of the State Standard for Primary Education, the State Standard for basic and complete secondary education. The quality of education depends on the quality of the educational process, which is a reflection of the professional competence of the teaching staff, the state of the material-technical base of the educational establishment, psychological and pedagogical comfort, democratic

management of the educational process on the basis of educational diplomacy, modern management in education, etc. [4, p. 223].

The technological aspect of education quality assurance in gymnasium is an important component, which modern student education quality management implies.

Studying Ukrainian and 2 foreign languages (one of the Eastern languages - Chinese, Japanese, Arabic, Persian, Hindi, Turkish, Korean and English as a second foreign language) from grades 1 to 11 also led to determining the levels of quality assurance of foreign language education. The teaching of oriental languages quality standard is defined in the author's educational programs approved by the Ministry of Education and Science of Ukraine.

The main aspects of the educational process, which characterize effectiveness, determine the relevance of education to the requirements of time and quality of the educational process, and improving the quality of the educational process is possible provided that: pedagogical process is organized on the monitoring research basis to study the influence of the teachers managerial and students actions algorithms on the improvement of education process quality; system of social and psychological support for students and teachers is created; comfortable conditions and freedom of choice for full self-realization of teachers and students are created. By applying monitoring research in practice, we significantly increase the effectiveness of each pedagogical process participant activity and educational establishment as a whole, namely: improvement of educational establishment administration management activity, methodical work structure, educational work system, work with gifted children; development and approbation of teacher's professional competence development management model, teacher's research training system model, and the model of pedagogical team certification in the

experimental work conditions; continuous education and upbringing of students system assistance, development of an innovative pedagogical team activity model, conscious personality upbringing model, students culture formation system improvement [2, p. 5]. By using these innovative models, educational monitoring makes it possible to track the dynamics of educational quality indicators and to direct the activities of the gymnasium to a result which combines the educational establishment capabilities with state requirements and provides quality education for students.

In the process of education quality management, education quality model has been developed and is constantly improving in the educational establishment, which is aimed at ensuring the future result of pedagogical system activity. It is used as a feedback mechanism and a way of correcting deviations from planned outputs, and includes as a part of the model of educational activity and education levels of students, which are using the indicators obtained in previous studies.

Monitoring model is the mechanism of education quality management in gymnasium. Monitoring refers to a set of procedures for observing formative assessments, transformations of a managed object, and directing these transformations to obtain specified parameters (for example, compliance with State Standard of primary education).

If the object of management while ensuring educational quality in gymnasium is the student's educational activity, then to establish its level, we perform factor criterion modeling, which creates a standard (model) of the student's educational activity.

For student's educational activity state evaluation, we use the method of peer review according to criteria (high level, sufficient level, average level, low level). The experts are: the teacher (class teacher, teacher of extended day group), the student himself, the deputy director of educational

work, the head of methodical department, parents of students etc.

Qualimetric management model for the quantitative characterization of the quality of education in the gymnasium, methods of using the model of innovative activity of the teacher, methods of administrative monitoring, conducted periodically with the involvement of teachers, students, parents of students in the management of high school, contribute to the

establishment of a modern system of quality management education and quality of education competency approach. It is important to include the self-analysis of these processes in the annual work plan of the Kyiv Gymnasium of Oriental Languages № 1.

Keywords: academic integrity, educational process quality, quality management systems, school education.

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