



## INDICATORS COMPETENCE APPROACH IN ENSURING EDUCATIONAL QUALITY

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Article history:	Abstract:
<b>Received:</b> 1 <sup>st</sup> September 2022 <b>Accepted:</b> 1 <sup>st</sup> October 2022 <b>Published:</b> 4 <sup>th</sup> November 2022	The article presents the essence of the competence of managers of higher education institutions, the set of rules of the UK Agency for Quality Assurance in Higher Education and its requirements as an internal indicator, as well as advanced foreign indicators.
<b>Keywords:</b> Competent approach, innovative activity, legal competence, managerial competence, information competence, communicative competence, a set of quality rules, local regulatory documents	

### INTRODUCTION

Comprehensive reforms implemented in the continuing education system, state programs aimed at developing the education system based on the improvement of the activities of the subjects of the education process, creating the necessary and sufficient conditions for them, government decisions, finding solutions to existing problems in higher education institutions, traditional forms and methods of managing the education system abandoning it, demanding that the management activities of leaders be formed on the basis of democratic principles and innovative approaches.

In order to organize and manage pedagogical processes in the educational institution on a scientific basis and to create a comfortable educational environment in the team, the management staff of the higher education institution should know and rely on various modern methods of managing the educational system, be able to determine the direction of developing ideas, regularly study best practices and scientific and technical achievements, it is necessary to implement them in their activities, to be able to organize innovative activities in the management process.

### LITERATURE ANALYSIS AND METHODS

According to the sources, in the process of organizing, managing and evaluating the quality of education, the following tasks of special importance must be performed by leaders: pre-planning of activities [1], selection of implementation guidelines [2], decision-making [3]. ; selection of specialists according to the content and essence of tasks and distribution of performed tasks [4]; organization of the educational process on a scientific basis, organization of retraining and upgrading of pedagogic staff; provision of material-technical and modern scientific-methodical products; ensuring continuous communication of social relations of the educational institution; to ensure the use of advanced pedagogical practices and modern information technologies [5]; Implementation of DTS requirements in practice and organization of its monitoring; collecting and analyzing information on the basis of questionnaires and interviews among teaching staff and students to determine the development tendency and dynamics of the educational institution; revising and updating the tasks set in the direction of development and improvement of the activity of the educational institution, selection and placement of personnel based on state requirements for positions; Pedagogical staff should be directed to competent, suitable activities by the leader, having clear information, organizing innovative activities on the basis of forming and encouraging subordinates' interest in the results of innovative activities; controlling the execution of decisions and orders [6].

Also, higher education institutions should have the following competences in the leading personnel [1].

Legal competence - knowledge of normative and legal documents of education, legal norms and ability to effectively use them in management activities, development of local normative and legal documents, making decisions within the framework of legal norms.

Management competence - methodical methods that provide an effective solution to management problems and tasks encountered in real situations in management activities, modern management technologies, pedagogical-psychological diagnostic (survey, individual and group interview) technologies, the ability to organize and continuously improve effective management communication, healthy psychological well-being in the team creating an environment, being able to apply effective methods in accordance with management situations, being able to use pedagogical and psychological aspects of negotiations, time management, forming relationships with small groups and leaders, improving control in management.

Information competence is the search, analysis, evaluation and direction of necessary information to the field, organization of independent creative work, continuous development of management activities through the means of modern

information and communication technologies of the leader.

Communicative competence - ensuring effective communication in the process of educational management, managing various small groups based on their uniqueness, organizing effective management communication in horizontal and vertical communication directions, maintaining the etiquette of communication with foreign partners, tolerance, having a high speech culture in dealings, in the team forming a positive leader's image, being able to convey written thoughts in the process of communication, correctly expressing oral thoughts in writing, mastering the etiquette of speaking in front of a team, conducting effective negotiations.

Qualification requirements for the management personnel of higher education institutions are defined as follows:

- Constitution of the Republic of Uzbekistan. The Law of the Republic of Uzbekistan "On Education";
- The essence of the decrees and decisions of the President of the Republic of Uzbekistan on education and the priority directions set in them;
- the content and essence of ideas related to educational issues in the works of the President of the Republic of Uzbekistan [2];
- Innovation and advanced in modern educational technology foreign experiences;
- Decisions of the Cabinet of Ministers of the Republic of Uzbekistan on higher education;
- the content and essence of the Law "On the foundations of state policy regarding youth in the Republic of Uzbekistan" [3];
- content of orders of specially authorized state bodies;
- legal basis of organization and management of educational processes;
- the requirements of the state educational standard in the relevant field of education;
- knowledge of labor legislation, the Charter of the higher education institution, the contents of the collective agreement [4];
- organization and management of pedagogical activities and educational processes based on normative legal documents;
- creating and working with local normative documents;
- planning of individual training loads and control of their systematic implementation [5];
- ensuring and managing the quality of the educational process of undergraduate education, master's specialties;
- control over fair assessment of students' knowledge, qualifications and skills in accordance with state educational standards;
- should have skills and qualifications in organizing and developing scientific and research activities on the basis of normative legal documents [6].

In addition, the leading personnel of higher educational institutions should have advanced educational technologies and pedagogic skills in the educational process of using information and communication technologies, practical foreign language, systematic analysis and the basics of decision-making, as well as mastering special subjects, qualifications and skills.

### DISCUSSION

Based on the above-mentioned components of competence activity, it is appropriate to mention the following quality indicators for evaluating the quality of the education system based on foreign experiences.

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The UK Higher Education Quality Assurance Agency's Code of Practice (Quality Code) sets out the requirements for higher education institutions registered with the UK Higher Education Quality Assurance Agency.

The UK Higher Education Quality Assurance Agency's Code of Practice aims to:

- compliance with high academic standards set for the higher education system;
- ensuring the quality of education provided to students of the higher educational institution;
- to support the continuous and systematic development of the higher education system;
- to ensure availability of complete information about higher education institutions

[1].

### RESULTS

According to the international rules of quality control of education, it is appropriate to adopt the most repeated quality indicators in education as criteria for evaluating the quality of education:

- the program (which meets the needs and requirements and is updated) and the educational process;
- safe, healthy internal and external environment;
- opportunity for professional development (for teacher and student);
- leadership, effective management and administration.

### SUMMARY

Using process-based indicators, the following conclusions can be drawn:

1. According to the management process:

- efficiency of management;
- cooperation between management, teachers, parents, the ability to see the same goal, common movement in the execution of tasks and plans.

2. On the process of growth and development for students:

- providing guidance and advice;
- spiritual and civic education;
- the existence of a student organization (society, association);
- community service.

3. According to the external communication process:

- establishment of cooperation relations with other educational institutions, education, business, society, state agencies in order to improve the quality of education;
- communication with the employer.

4. On the process of achieving results (outcome process indicators):

- civil responsibility and moral (spiritual) attitude;
- participation in sports and other fields, achieving success;
- social and communication skills, willingness to serve the educational institution and society;
- ability to overcome pressure and problems;
- academic success.

In addition, the above quality indicators must be taken into account when managing the educational system within the framework of a competent approach.

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3. Aynakulov M.A. Problems, prestiges of animation process and technique. Uz Academy. Scientific-methodical journal. ISSN (E)-2181-1334. vo tion and advanced in modern educational technology foreign experiences;

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