

## **Improvement of management of educational organizations on the basis of application of international standards for achievement of the UN Sustainable Development Goals**

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This presentation is dedicated to the presentation of the international standard ISO 21001:2018 "Educational organizations -Management systems for educational organizations - Requirements with guidance for use" as one of the tools to achieve the 4th UN sustainable development Goals

The United Nations has identified priorities for the development of human civilization until 2030 in the form of sustainable development goals. They are the result of the evolution of the desire of the international community to ensure the well-being, prosperity, safe and comfortable lives of people. These goals determine the development strategy of all mankind in order to pass the planet in good condition to the future generation and create conditions for the development of society, economy and ecology. Sustainable Development Goal 4 aims to ensure inclusive and equitable quality education and to promote lifelong learning opportunities for all.

Education is a key element of the set of sustainable development goals, as only an educated society is able to solve the problems aimed at achieving all goals.

Affordable education contributes to the achievement of gender equality expands opportunities for people throughout the world to live a healthier and more stable life. Education also plays an important role in increasing tolerance among people and contributing to the formation of more peaceful societies.

It should be noted that the quality and accessibility of education is influenced by many factors, such as:

- compliance of education with the needs of students and society;
- infrastructure of the educational organization;
- scientific and methodological support of the educational process;
- competence of teachers and managers of the educational organization;
- orientation of the educational organization on continuous improvement of the activity;
- social responsibility of an educational organization for the impact of its activities on society, the economy and the environment;
- accessibility and equal opportunities for education for all categories of people;
- the ability of an educational organization to create and maintain an ethical professional internal environment;

- safety of functioning of the educational organization in all aspects of activity taking into account all factors of internal and external environment.

The desire of the world community to improve educational activities prompted the international organization for standardization ISO to create a special project Committee 288 to develop standards in the field of quality of education. This Committee has developed the international standard ISO 21001:2018 "Educational organizations — Management systems for educational organizations — Requirements with guidance for use". The standard describes the principles and requirements that should guide the educational organization to achieve success in its activities.

This standard introduces a new concept in the management of educational activities: "Management system for educational organizations" with the abbreviation-EOMS.

This standard is based on the best achievements and practices in the field of management and educational activities. The discussion of the draft standard was attended by national organizations for standardization and educational organizations around the world. This allowed us to develop the best version of the requirements for management systems of educational organizations. The standard is consistent with the international standard for quality management systems ISO 9001: 2015 and the requirements of the European quality assurance framework for vocational education and training (EQAVET).

As a result of the development of the international standard ISO 21001: 2018, principles for a management system for educational organizations are formulated, that an educational organization should be guided to obtain the maximum result in its activities. There are:

- focus on the satisfaction of students and other beneficiaries of educational services;
- visionary leadership (leadership);
- engagement of staff in the process of creating educational values;
- process approach in the implementation of activities;
- continuous improvement (improvement);
- evidence-based decision;
- relationship management with interested organizations;
- social responsibility of the organization;
- accessibility and equality of education;
- ethical conduct in education;
- data security and protection.

The international standard ISO 21001:2018 covers the main aspects of modern management of organizations. These include:

- determining the context of the organization;
- leadership of the leader;
- planning activities;
- operation support;
- activity;
- performance evaluation;
- improvement the performance.

The application of this standard in educational activities will create a methodological basis for solving the problems of quality and accessibility of education.

Along with identification of the problems of access to education for children in the world, it is necessary to recognize that not everyone has the opportunity to receive lifelong education. Many young people with disabilities, having received General education, cannot continue it in professional educational organizations and universities. Many educational institutions do not create conditions for barrier-free environment for people with disorders of the musculoskeletal system, do not provide special living and sanitary conditions for such students. This hinders the movement of people with disabilities within educational institutions, creates difficulties in attending classes and poses problems in creating equal health and social conditions for all. This international standard requires that educational organizations take into account the special needs of such students and ensure that accessibility requirements are implemented.

The Standard takes into account the characteristics of education for different categories of people, such as early childhood. It also covers health and safety compliance for educational organizations.

Educational organizations can apply this international standard according to internal motives, the desire to strengthen the image in modern society and to improve their rating among other organizations. At the same time, it should be considered as an universal tool that helps to create a perfect mechanism for managing an educational organization aimed at continuous improvement and achieving sustainable success. With the advent of this international standard, various educational organizations are interested in it, which see their development in improving their own management and meeting the needs of students and society.

The international standard ISO 21001: 2018 should be considered as one of the tools for achieving the goals of sustainable development of mankind, obtained as a result of the application of standardization methods in practice.

For wide application of management systems for educational organizations according to ISO 21001:2018 it is necessary to solve a number of problems such as:

1. To organize training of staff of educational organizations according to the ISO 21001:2018 standard;

2. To organize consulting of educational organizations by professionally trained specialists in the field of system management for the purpose of creation in educational organizations of management systems according to the ISO 21001:2018 standard;

3. In order to increase confidence in the correct application of this standard, to create a mechanism for independent assessment of compliance of management systems of educational institutions with the requirements of ISO 21001:2018.

The document confirming compliance with the requirements of the standard can be a certificate of compliance issued by an independent and accredited certification body for management systems.

There are different countries where the practice of certification of various management systems exists in, including the Republic of Belarus. In 2020, it is planned to complete the work on the adoption of ISO 21001:2018 as a national standard in our country. Now a number of universities of the Republic of Belarus show interest to this standard. On the basis of the Belarusian State Institute for qualification raising and staff retraining in the field of standardization, metrology and quality management, a management systems certification body has been established and accredited in the national accreditation system. In 2020, it is planned to expand the scope of accreditation of this body for certification of management systems of educational organizations in accordance with ISO 21001:2018.

All this will contribute to the achievement of goal 4 of the set of sustainable development goals adopted by the UN in the Republic of Belarus.